a voilàp company

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Returns Policy for Spare Parts

Updated March 2026 · Business Customers Only · Governed by the laws of England and Wales

This policy sets out the conditions under which spare parts may be returned and how credits are calculated. Where a part has arrived damaged or has failed after fitting, that should be handled through our Warranty Process, not this policy.

1 — Eligibility for Return

1.1 Returnable Parts Spare parts may be returned where they are unused, in their original packaging, and are either the wrong part or are no longer required, subject to the conditions set out in this clause.

1.2 Conditions for Return A return will only be accepted where all of the following conditions are satisfied:

- The part is unused and in its original, undamaged packaging
- The part is not a bespoke, custom, made-to-order, or special-order item
- The part is not a consumable item
- The part is returned as a complete assembly or kit, exactly as originally supplied

1.3 Complete Assemblies and Kits Where a part is priced and invoiced as a single assembly comprising multiple components, the return must include all components of that assembly, complete and intact as originally supplied. It is not possible to return individual components from within an assembly. This principle also applies to kits sold under a single part number. Partial or disassembled returns cannot be accepted.

1.4 Non-Returnable Parts The following categories of parts are strictly non-returnable and non-refundable unless found to be faulty upon arrival:

- Parts designated as obsolete, special order, made to order, or custom
- Consumable items, including but not limited to: cutting tools (cutters, drill bits, saw blades, knives), collets, bearings, belts, extraction bags, print labels, print heads, and lubricants
- Electrical components where the anti-static packaging or tamper-evident seal has been opened or broken
- Parts supplied on a final-buy or as-is basis

These orders may not be cancelled, returned, or refunded under any circumstances once ordered, unless expressly agreed in writing by Stuga Machinery Limited.

2 — Returns Procedure

2.1 Customer Returns Note All returns must be authorised in advance. The Buyer must contact the Stuga service team to request a Customer Returns Note (CRN). The CRN must be completed in full and included with the returned package. It links the return to the original order and records the quantity and reason for the return. Returns received without a valid CRN will not be processed.

2.2 Collection Arrangement Stuga Machinery Limited will arrange a courier collection from the same address to which the part was originally delivered. The Buyer must ensure the item is appropriately packaged and ready for collection at the agreed time. If the courier arrives and is unable to collect the return, the cost of that collection attempt and any subsequent collection shall pass to the Buyer.

2.3 Buyer Responsibility The Buyer is responsible for ensuring the part is adequately packaged for return transit. Damage occurring during return transit due to inadequate packaging is the Buyer's responsibility and may result in the return being refused or the credit being reduced.

3 — Credits

3.1 Credit Within 14 Days Where a return is arranged within fourteen (14) days of the original delivery date and is approved following inspection, the Buyer will receive a credit equal to 100% of the invoiced value of the returned part(s).

3.2 Credit After 14 Days Where a return is arranged after fourteen (14) days of the original delivery date, a restocking charge, inspection charge, and re-certification cost will apply. The credit will be issued net of these charges following inspection and approval of the return. Credits are issued only after physical inspection of the returned item confirms it meets the conditions in clause 1.2.

3.3 Right to Refuse Credit Stuga Machinery Limited reserves the right to refuse a credit or reduce the credit value where the returned part does not meet the conditions in clause 1, has been used, is not in its original packaging, or has been damaged in transit due to inadequate packaging.

4 — Cancellations

4.1	**Order Cancellation**	No cancellation of an order shall be accepted once processing, allocation, or manufacture has commenced. For the avoidance of doubt, this includes orders for non-returnable parts as listed in clause 1.4.

5 — Limitation of Liability

5.1	**Exclusion of Indirect Loss**	To the fullest extent permitted by law, Stuga Machinery Limited shall not be liable for any indirect, consequential, or economic loss arising from a return, delayed return, or refused return, including without limitation loss of production, loss of profit, or equipment downtime.
5.2	**Cap on Liability**	Stuga Machinery Limited's total liability in connection with any return shall in all circumstances be limited to the invoiced value of the affected spare part(s).
5.3	**Governing Law**	These Terms shall be governed by and construed in accordance with the laws of England and Wales, whose courts shall have exclusive jurisdiction over any disputes arising in connection with these Terms.