



## RETURNS AND REFUND POLICY

Glovepoint Ltd

Effective Date: February 1 2026

### 1. Scope

This policy applies to all goods supplied by Glovepoint Ltd, including PPE, gloves, workwear, and safety equipment.

### 2. Faulty or damaged goods

If any product arrives damaged or faulty:

- Notify us within 14 days of delivery.
- Provide order details and photos of the issues
- We will arrange a replacement, repair or refund at our discretion.

### 3. Non-fault returns

Non-fault returns for bespoke, custom, or bulk items are not accepted unless agreed in advance.

Standard trade items may be returned within 14 days, subject to approval and in original packaging.

### 4. Refunds

Approved refunds are issued via the original payment method within 14 days of receipt of the returned goods.

### 5. Contact

Questions regarding returns should be sent to:

Email: [sales@glovepoint.co.uk](mailto:sales@glovepoint.co.uk)

Telephone: 01934 534636