

Right of Cancellation

When you make a purchase on this website, you have the right, save for the exceptions referred to below, to cancel the purchase without the need to give us any reason within 14 days of your order delivery date. Provided that the terms of this policy are complied with, White's Agri agree to reimburse you the purchase price you paid for the goods within 30 days of notification of cancellation.

This right of cancellation does not apply to personalised goods or goods made to your specifications. In order to make such a cancellation you must send us notice in writing within 14 days of your order delivery date by completing a returns form. You must also return the goods to us immediately, unused, in their original packaging and with the original order confirmation. You are solely responsible for the cost of returning the goods to us, and for ensuring that the full and correct postage is paid. You are also responsible for the risk of any loss or damage of the goods upon receipt of delivery of the goods by you and while in transit to us. We cannot accept responsibility for goods lost in transit and you are strongly recommended to obtain proof of posting when returning goods. Title and risk to the goods shall pass back to us when received by us.

Refund or Exchange

In addition to the right of cancellation set out above for goods ordered on this website we will provide you with a refund or exchange provided that the following conditions are adhered to:

- The goods are unused
- The goods are returned within their original packaging
- The goods have not been engraved or personalised or made to your specification;
- The return is made within 30 days of the date of purchase of the goods; and
- The goods are accompanied by a properly completed returns form and a print out of the original order confirmation.

Return of Allegedly Defective Goods

The shipping cost for the return of goods will be borne by you. Allow 30 business days for us to process your return when received by us. You are responsible for the risk of any loss or damage of goods upon receipt of delivery of the goods by you and while they are in transit to us. We cannot accept responsibility for goods lost in transit and we strongly recommend that you obtain proof of posting when returning goods. Title and risk to goods shall pass back to us when received by us. We cannot accept or refund good purchased anywhere other than on this website. Retail stores are not able to offer refunds or exchanges for goods purchased online

In the event that you wish to return allegedly defective goods you should send the goods to us with a properly completed returns form together with the original order confirmation. The shipping cost for the return of goods will be borne by you. You are responsible for the risk of any loss or damage of goods upon receipt of delivery of the goods by you and while they are in transit to us. We cannot accept responsibility for goods lost in transit and we strongly recommend that you obtain proof of posting when returning goods. When the goods are received by us they shall be assessed by our Sales Department. If the Sales Department determines that the goods are defective such that you are entitled to a refund under law we shall offer you a refund, repair or replacement in respect of them. In the event that the Sales Department determines that the good(s) are not defective you shall be notified accordingly and the return of the good(s) to you shall be arranged, the cost of such return shall be borne by you.

Goods shall not be considered defective if the alleged defect arose due to:

- The customer failing to follow White's Agri oral or written instructions as to the storage, use, cleaning and / or maintenance of the goods
- The customer altering or repairing the goods without our prior written consent
- Fair wear and tear, wilful damage, negligence or abnormal use or storage of the goods

Please note that this returns policy only applies to the original purchaser of the goods.