



Fortis Safety Ltd

Returns & Refunds Policy

Fortis Safety Ltd

Effective Date: October 2025

1. Overview

We want you to be completely satisfied with your purchase.

This policy explains how to return items and request refunds in accordance with the Consumer Rights Act 2015.

2. Eligibility for Returns

- Returns are accepted on stock items within 21 days of delivery.
- Returned goods must be unused, in new condition, and in original packaging.
- Custom order items (made or sourced to your specification) are non-refundable, unless defective or supplied in error.

3. How to Return an Item

1. Contact us at info@fortis-safety.com with your order number and reason for return.
2. We will provide return instructions and a reference number.
3. Send the item securely packaged to the return address provided.

Return postage costs are the customer's responsibility unless the item is faulty or incorrect.

4. Refunds

- Refunds will be processed to your original payment method within 14 days of receiving and inspecting the returned goods.

- Delivery charges are non-refundable unless the return is due to a fault or error on our part.
- If items are returned damaged or used, we may deduct a reasonable amount from your refund.

5. Faulty or Damaged Goods

If you receive an item that is faulty, damaged, or incorrect:

- Notify us within 7 days of delivery at info@fortis-safety.com.
- We will arrange a replacement, repair, or full refund as appropriate.

6. Business Customers

For B2B orders, returns are only accepted at our discretion and may be subject to a restocking charge. Faulty goods will be handled in line with the Sale of Goods Act 1979.

7. Warranty

All goods supplied by Fortis Safety Ltd include a 12-month manufacturer's warranty (Ansell) covering manufacturing defects.

Please contact us if you believe your product is defective and we will assist with your claim.

8. Contact Information

For all return and refund queries, contact:

✉ info@fortis-safety.com

📍 Fortis Safety Ltd, North Newbald, Yorkshire, UK