



Returns & Refunds Policy

Company: R5 Lubricants Ltd

Address: 1 Ripley Rd, Bradford, BD4 7EX

Telephone: 0113 532 3355

Email: info@r5lubricants.com

Your Right to Cancel

Under the Consumer Contracts Regulations 2013, you have the right to cancel your online order within 14 days of receiving your goods, without giving any reason. To exercise this right, you must notify us by email within this period. You then have a further 14 days to return the goods.

Conditions for Returns

Returned items must be unused, unopened, and in their original condition and packaging where possible. Proof of purchase is required. We reserve the right to refuse a refund if goods show signs of use, damage, or tampering.

Non Returnable Items

For safety and quality reasons, we cannot accept returns on opened or used products, contaminated goods, or special order items. This does not affect your statutory rights for faulty or misdescribed goods.

Faulty or Incorrect Items

If an item is faulty, damaged, or incorrect, please contact us within 30 days of delivery. We will offer a replacement or a full refund, including standard delivery costs. Return postage for such items will be covered by us.

Refunds

Refunds are issued to the original payment method within 14 days of receiving the returned goods or proof of return. Original delivery charges are non refundable unless the item is faulty or incorrect.

Return Postage

Customers are responsible for return postage costs for cancelled orders. We recommend using a tracked service as we cannot be responsible for items lost in transit.

Business Customers

Purchases made by business customers are not covered by consumer cancellation rights. Returns are accepted at our discretion and must be agreed in writing in advance.

Statutory Rights

This policy does not affect your statutory rights under UK law.