Returns & Refunds Policy

Last updated: Nov 10, 2026

You can return unopened products within 14 days of delivery for a refund. If something arrives faulty, damaged or wrong, we put it right at our cost. If you are a consumer, nothing in this policy affects your legal rights.

In this policy a "consumer" is an individual buying mainly for personal use. A "business customer" is anyone buying for their trade or business, including all trade account holders.

Returning something you no longer want

1. Tell us within 14 days of the day the order is delivered. Email **sales@saanro.com** with your order number and the items you want to return.
2. We will email you a returns reference and arrange a collection.
3. Have the items ready, unopened, within 14 days of telling us.

Items must be unopened, with seals intact, unused and in their original packaging.

You pay for the return. Many of our products are hazardous and can't be sent back by ordinary post, so we collect them with our courier and deduct the cost from your refund. The most this will cost is **£7** for a standard parcel and £70 for a drum or pallet.

If you return the whole order, we also refund the standard delivery charge you paid. If you chose a faster or more expensive delivery option, we refund only the cost of standard delivery.

Items we can't take back

- Products that have been opened or unsealed. For health protection and safety reasons these cannot be resold, so the right to cancel ends once the seal is broken.
- Products that have been mixed, diluted or decanted.
- Products made, mixed or sourced specially to your order.

This does not affect returns of faulty items.

Consumers: your right to cancel

Under the Consumer Contracts Regulations 2013, consumers can cancel an online order within 14 days of delivery without giving a reason. The steps and exceptions above apply.

You can tell us however you like, as long as it is clear.

If needed, you can use the template contact form below:

> To SAANRO International Ltd, Unit 3/4 Taylor Ct, Carrs Industrial Estate, Haslingden, BB4 5LA, sales@saanro.com:
>
> I/We hereby give notice that I/We cancel my/our contract of sale of the following goods: [items]
>
> Ordered on [date] / received on [date]
>
> Name of consumer(s): [name]
>
> Address of consumer(s): [address]
>
> Signature of consumer(s) (only if this form is sent on paper): [signature]
>
> Date: [date]

Because we collect cancelled items, we refund you within 14 days of the day you tell us you are cancelling. We may reduce the refund if the goods have lost value because they were handled more than needed to check them.

Faulty, damaged or wrong items

Tell us within **48 hours** of delivery if anything arrives damaged, leaking, missing or wrong, with photos if you can. For faults that only show up later, tell us as soon as you notice.

If a container is leaking, keep it upright, away from people and drains, and do not post it. We will arrange a safe collection or advise safe disposal if possible.

Consumers. Under the Consumer Rights Act 2015 you can reject faulty goods for a full refund within 30 days of delivery. After 30 days, you can ask for a repair or replacement, and if that doesn't work you can have a refund. We cover all return costs for faulty goods.

Business customers. We will replace the goods, or refund or credit the price, at our choice. We cover the return costs. Our full responsibility for faulty goods is set out in our Terms & Conditions.

Business customers: change-of-mind returns

The 14-day unopened returns above apply to business customers too, with these differences:

- delivery charges are not refunded
- refunds on credit accounts are made as a credit note against your account
- returns of bulk orders, or of more than **£500** in value, are at our discretion

Refunds

- We refund to your original payment method once your return is approved: cards through Stripe, credit accounts by credit note.
- Card refunds usually appear within 5–10 working days, depending on your bank.
- We email you when the refund has been issued.

Contact

For returns, email **sales@saanro.com** or call **01706 244999**, **9:00-17:00**.