



Returns Policy

Every stocked product purchased from Ellsworth Adhesives comes with a 30-day limited warranty. The Returns Policy applies to products that have been confirmed as defective by Ellsworth Adhesives, which may be repaired or replaced (at our discretion). Ellsworth Adhesives reserve the right to ask the customer for proof of purchase, this could be a Sales Receipt, Delivery Note or other evidence such as a bank statement or packaging. Claims for shortages or other errors must be made in writing to Ellsworth Adhesives within 30 days of receipt of delivery. Failure to give such notice shall constitute acceptance of all such claims by Buyer. The Buyer shall, promptly upon delivery, open, inspect and where applicable test all Product and report any discrepancy in writing to Ellsworth Adhesives. Items that are returned from a company other than the Buyer will not be accepted, returned Product will only be accepted from the company who originally purchased it.

No Products may be returned to Ellsworth without its prior, written authorization and Products may be returned only on the terms and conditions specified in such authorization. Returned Products must be of current manufacture, unused, in a resalable condition and securely packed to reach Ellsworth without damage. Any cost incurred by Ellsworth to put Products in first class condition will be charged to Buyer. All Product returned to Ellsworth shall be subject to a 20% or greater restocking charge (depending on vendor restock policies) with a minimum restocking charge of £50, plus the costs of freight, packaging, insurance and any import or export costs.

If Ellsworth Adhesives has specifically custom repacked a product, then it may not be returned unless there is prior agreement with Ellsworth Adhesives. Any item purchased as a "Clearance Item" from Ellsworth shopping cart must be returned within 14 days and will only be accepted if proven to be faulty.

We do not bear any responsibility and therefore do not satisfy any refund, return or exchange requests based on incompatibility of our products with third party items.

Our Customer Services team is always ready to assist you and deliver highly professional support in a timely manner.