



Product Support Policy

Exchanges & Returns

Returns or exchanges will not be considered after 30 days from shipment date.

Products returned for exchange must be in the original condition at the time of sale. Items will not be accepted for exchange if they have been washed, worn or damaged

Proof of purchase may be requested by Stewart & Heaton Clothing Company staff to determine origin and age of product. The return may be refused if these details can not be provided.

Exchange of product may only be made for like products of equal value.

A record of the product return or exchange transaction must be processed through the Stewart & Heaton Clothing Company computer system.

Warranty Claims

Stewart & Heaton Clothing Company shall provide a warranty to customers for all products.

This warranty covers defects due to manufacturing, or defective components supplied by Stewart & Heaton Clothing Company.

Products purchased complete from a supplier shall be referred by Stewart & Heaton Clothing Company to that supplier for assessment.

Warranty claims for products supplied to customers shall be governed by a supply contract (where applicable) or are limited to a period of 12 months from the date of supply.

Products manufactured to customer specifications may only be returned for credit where it can be demonstrated that the products do not conform to the agreed specifications, and Stewart & Heaton Company are unable to rework or repair the product to meet the specification conformance.

The terms and conditions of this policy statement are governed by the Consumer Law Act (ACL) and the Competition and Consumer Act 2010.

Simon V Stewart

Managing Director

8th October 2019