

## Returns and claims

In this article, we'll guide you through the process of returning items. Whether it's a return request or a return claim, we're here to support you and answer any questions you may have.

### Return policy

The return policy depends on each supplier and therefore varies. Once you've clicked on an item, the product information will be displayed on the right of the item. You can view the return conditions per supplier by clicking on the drop-down button and selecting 'Show return' to view the product return policy per supplier.

Additionally, the return conditions per selected supplier are also shown at the end of the product information page under 'Rights to return this item'.

The screenshot shows a product page for 'icocat' with a dropdown menu for 'Offers (17)'. The 'Return' option is selected, highlighting the '2380 South East MK9' offer. The table below shows the details of the offers.

Offers (17)	Delivery period	Stock level	Unit	Shipping	Staggered price	Unit price *
<b>2380 South East MK9</b>	<b>2 days</b>	<b>4</b>	per ream	£ 6.00*	from £ 6.52*	<b>£ 8.05*</b>
7133 Yorkshire BD4	2 days	41	per ream	Carriage paid	from £ 6.60*	£ 8.36*
9302 Yorkshire HLU1	17 days	10	per ream	£ 10.00*	from £ 6.61*	£ 8.46*
8JC22 South East RG2	3 days	32	per ream	£ 4.50*	from £ 6.92*	£ 8.55*
7420 South East RG24	37 days	out of stock	per ream	£ 7.50*	from £ 7.15*	£ 8.67*

The screenshot shows the 'Rights to return this item' section for the selected offer. It includes a table of return conditions and a 'Show other conditions' button.

Offers (17)	Delivery period	Return	Stock level	Unit	Shipping	Staggered price	Unit price *
<b>2380 South East MK9</b>	<b>2 days</b>	○○○○○	<b>4</b>	per ream	£ 6.00*	from £ 6.52*	<b>£ 8.05*</b>
7133 Yorkshire BD4	2 days	○○○○○	41	per ream	Carriage paid	from £ 6.60*	£ 8.36*
9302 Yorkshire HLU1	17 days	★★★○○	10	per ream	£ 10.00*	from £ 6.61*	£ 8.46*
8JC22 South East RG2	3 days	○○○○○	32	per ream	£ 4.50*	from £ 6.92*	£ 8.55*
7420 South East RG24	37 days	○○○○○	out of stock	per ream	£ 7.50*	from £ 7.15*	£ 8.67*

The screenshot shows the 'Media weight' section and the 'Rights to return this item' section. The 'Media weight' section includes a table of technical specifications. The 'Rights to return this item' section includes a table of return conditions and a 'Show other conditions' button.

Media weight	73 g/m <sup>2</sup>
Product colour	White
Weight	2210 g
Country of origin	Japan
Harmonized System (HS) code	84439990
Pallet type	800 x 1200 mm
Layers per pallet	8 pc(s)

from	Price	Unit
from 2 reams	£ 8.01*	£ 9.61 per ream
from 5 reams	£ 7.64*	£ 9.17 per ream
from 10 reams	£ 7.41*	£ 8.89 per ream
from 20 reams	£ 7.31*	£ 8.77 per ream
from 3000 reams	£ 6.52*	£ 7.82 per ream

1 ream contains 250 sheets (from £ 0.02608\* per sheet)

Stock level: 2380 South East MK9	Shipping: 2380 South East MK9
Display more <a href="#">stock level information</a>	Order value
	Shipping
	from £ 0.00*
	£ 6.00*

**Rights to return this item: 2380 South East MK9**

This item is excluded from cancellation, exchange or return.  
The Terms and Conditions state that the warranty period continues regardless of the return rights stated.

### The difference between a return request and a return claim

- **Return request:** This applies when you order an item by mistake or change your mind about the item. Since business customers are not entitled to a general right of return, we'll request goodwill from the supplier in such cases. To support this process, please ensure the original packaging remains unopened and submit a return request via our returns form as soon as possible.
- **Return claim:** This is a return based on legal grounds. It may happen that you receive an incorrect, damaged, faulty or incomplete item by accident. In this case, we'll handle the entire process and clarify any warranty or guarantee

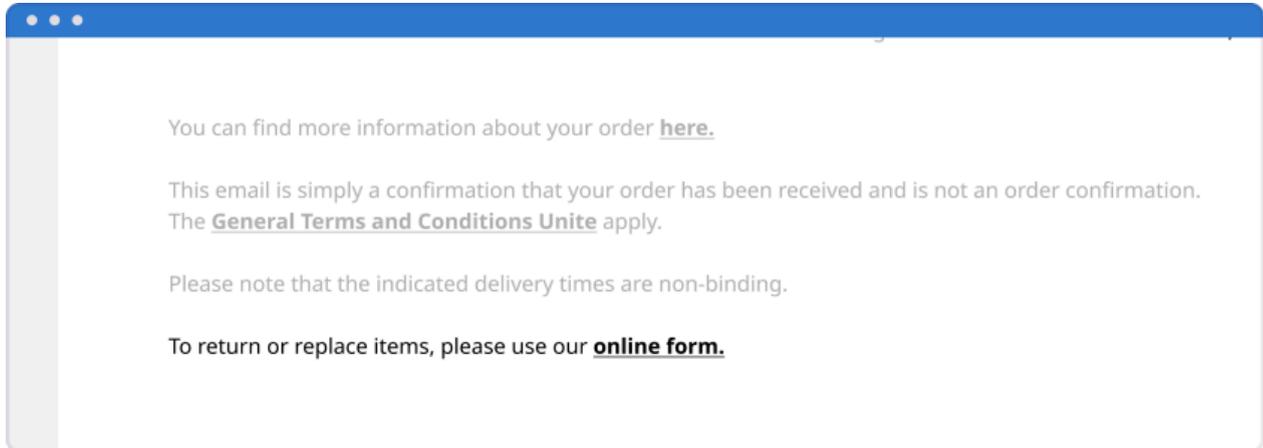
claims.

## How to request a return

### Step 1: Open the returns form

Access the first email you received from Unite with your order number. Click on the 'return or replace items' link. Sign in to your account.

**Please note:** This link is unique per order.



Alternatively, sign in to your account and click on '[Order archive](#)'. Go to the relevant order. Under the 'Action' column, you'll find a curved arrow. Click on the arrow to open the returns form.

	Status	Documents	Action
R PM PPL 80GR 4M	<a href="#">Show shipping information</a>	 R_3010546261	  
Servino Pigna -...	<a href="#">Show shipping information</a>	 R_3006815399	  

### Step 2: Select the reason for the return

- Enter your contact details.
- Select the relevant item and the reason for your return or claim. Then click 'Continue'.
- The return conditions specific to your selected item will be displayed.
- Complete the required details concerning the product's condition and packaging and click 'Send' to proceed.
- For a defective item, please add a photo showing evidence of the defect.

### Step 3: Unite finalises the return

- You'll receive an email with a summary of your request if you select 'Receive copy by email' as an option when submitting the return.
- We'll inform you of the status within five working days.
- If the supplier approves your request, you'll receive further instructions on the next steps.

## How to request a return without login credentials

If you don't have login credentials, you can call us during office hours.

To process your return request or return claim promptly, we require the following information:

- Your order number
- Item number or description of item
- Reason for the return
- Quantity of the item to be returned
- Serial number (if available)

For transport damage, please include photos of the damaged item(s) and outer packaging.