



## Returns & Complaints Policy

### Returns

Pegasus Carpets will approve returns on a case-by-case basis. A 10% restocking fee and freight charges may apply.

Requirements for returns:

- Goods must be in original packaging
- Goods must have been delivered within the last 30 days
- Any cut lengths should be at least 8m long.

If goods are damaged upon delivery, sign them as damaged and notify us within 5 days to be credited for the goods.

For returns related to warranty claims, see our Warranty Policy.

### Complaints

We take complaints seriously and work together with retailers and customers to find a suitable outcome.

Any complaints should be directed to Pegasus Carpets.

Complaints should include photos and details of the complaint, as well as the customer's contact details, the name of the retailer and description of the product, including installation date.

Customers should have a chance to view and amend any complaints before Pegasus Carpets acts.