

Warranty, Returns and Liability Policy



VGRP-74-v4 | Business customers only | 03 October 2026

Scope and delivery inspection

This policy applies to business customers purchasing from Vital GRP Limited. Read it alongside Terms and Conditions of Sale VGRP-24-v4 and the agreed quotation or order.

Inspect Goods on delivery. Report shortages in writing within three days of delivery. Report manufacturing defects, failures or non-compliance with the agreed specification immediately upon discovery to sales@vitalgrp.co.uk. Later faults do not have to be notified within seven days of delivery.

12-month warranty and rectification

The warranty runs for 12 months from the invoice date relating to the Goods. It covers manufacturing defects in materials and workmanship, including fabrication and installation work carried out by Vital GRP. Goods must correspond with the agreed specification and current user manual at delivery. Any extended guarantee must be separately agreed.

Notify us immediately when a fault is discovered. This reporting requirement runs from discovery and does not shorten the 12-month warranty. We will assess and rectify faults covered by the warranty, by repair or replacement as appropriate. The contractual warranty remedy is rectification rather than return for refund. Contact us before dispatching faulty Goods; inspection, collection or other movement needed for rectification will be agreed with us. Valid warranty claims are not subject to the 40% restocking charge.

Standard Goods no longer required

Standard items may be returned in good condition with prior written authorisation from sales@vitalgrp.co.uk. Provide your order reference and the items and quantities to be returned. Obtain our authorisation and return instructions before dispatch.

The customer must arrange and pay for return transport. Accepted returns are subject to a 40% restocking charge calculated on the purchase price of the returned Goods. Refunds for accepted returns will be processed within 28 calendar days of receipt of the Goods, subject to inspection confirming their condition.

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Bespoke Goods and cancellation

Goods manufactured to the customer's specification, including made-to-measure and cut-to-size items, are excluded from standard change-of-mind returns. Once manufactured, they are non-returnable and non-refundable for that reason.

Cancellation requires Vital GRP's written agreement. If agreed, the customer must reimburse the resulting costs, losses and expenses under clause 4.3 of the Terms of Sale. These restrictions do not prevent a claim concerning faulty Goods.

How to report a fault

Email sales@vitalgrp.co.uk immediately upon discovery with your order or invoice reference, a description of the fault, the date it was discovered and photographs where available. We will assess the issue and agree the rectification arrangements. Do not send faulty Goods back without agreed instructions.

Warranty exclusions and liability

The warranty does not cover problems caused by conditions or damage unrelated to defects in materials or workmanship, including fair wear and tear, wilful damage, negligence, improper storage, abnormal working conditions, misuse, failure to follow instructions, or unauthorised alteration or repair. Defects arising from a drawing, design or specification supplied by the purchaser are excluded.

The existing liability provisions in clauses 9.3, 9.4 and 9.7 to 9.11 of Terms and Conditions of Sale VGRP-24-v4 apply. These address the liability limit, advice, unpaid invoices, invalid claims, agreed specifications, exclusions and overseas guarantees. Guarantees do not extend to Goods taken outside the UK unless agreed in writing by a director. Any adjacent work displaced by a defect will be made good at the Seller's discretion.

Nothing in this policy excludes or limits rights, remedies or liabilities that cannot lawfully be excluded or limited.

Document control

VGRP-74-v4 replaces VGRP-74-v3 for new business orders subject to this revision. Revised 03 October 2026. Read with VGRP-24-v4. This revision clarifies fault notification, warranty rectification, standard returns, the 40% restocking charge, refund timing and bespoke exclusions. Existing contracts remain subject to their agreed terms unless a variation is agreed.