



Returns & Refunds

If you need to return, for any reason, a product purchased from Triflow Concepts Ltd then you must inform us within 14 days of receiving your goods. Once this is done, you then have a further 14 days to return the product.

In order to qualify for a refund, returned goods must be in a resalable condition, and in their original packaging. Any goods or accessories that accompany the returned product must also come back to us.

If the return is due to missing or faulty parts then we will offer a full refund (including applicable delivery charge) or replacement parts.

Please contact Triflow Concepts Ltd on 0800 999 3959 with reference to returns where you will be issued with a Customer Return number and address.

Please post returns to the following address:

Triflow Concepts Limited
Global House
95 Vantage Point
The Pensnett Estate
Kingswinford
DY6 7FT

All refunds will be completed within 14 days of returned goods being received by Triflow Concepts Ltd subject to above conditions.

This returns policy does not affect your legal rights.