



RETURNS POLICY

Our returns process is very straightforward. If there is a mistake on our part we will collect and return the items free of charge to ensure there is no administrative and costly burden to our customers. If there is an error made by the customer then they will be responsible for the return and re-order of the garments.

In either instance, should you wish to return any of the items you have received there is a very user friendly returns module within MUMS (Mathias Uniform Management System, our online ordering portal) that allows you to return products by employee at the touch of a button or alternatively contact your Customer Account Manager.

A full audit trail is displayed in MUMS showing the returns status from return submitted to credit note raised. The returns module ensures points are transferred from the employee during the returns process to ensure budgets remain accurate. What happens next?.....

Mathias Error – (e.g. faulty item, wrong item received, incorrect logo)

Should the error be a Mathias error we will collect the incorrect items within 48 hours of notification to Mathias. In the mean time if you place another order on the MUMS system we will arrange for the correct items to be sent out to you as soon as possible to minimize the time your employees are without the correct uniform. If we have stock of these garments we will strive where possible to dispatch the garments to you on the same day and where we have to re-order them in from our suppliers we will always try to hurry the process to cause as little inconvenience to you as possible. There will be no charge for this service.

N.B - We utilize DPD as our couriers to collect parcels on our behalf, therefore we cannot stipulate a time for which they will be collecting. As a result please have any parcels correctly packaged and ready at the correct collection location by 8am on the day of collection. Mathias will only attempt collection once – any subsequent collection will be charged at £15 per attempt.

Customer Error – (e.g. garment doesn't fit, ordered in error, no longer required)

Should the error be a Customer error you are responsible for returning the unwanted garments to Mathias. You may prefer to do this via your own mail system; however should you wish for us to arrange the collection on your behalf there will be a £15 collection fee and the same conditions will apply for collection as above. Any return due to a customer error is charged a £6 restocking fee per invoice returned. This will be deducted from the credit note when processed on receipt of the garments back at Mathias. You will then need to re-place an order on MUMS if required.

N.B – We cannot accept returns of non-stock logo'd items if the return is a Customer Error.



All returns coming back to Mathias *MUST* contain a copy of the goods return form which is displayed when a return is submitted on MUMS. This should be printed and inserted into the parcel for return. Any parcel received without this paperwork will not be credited. All garments returned with correct paperwork will be credited as long as they are returned in the condition in which they were received. All credit notes are raised within 24 hours of receipt of the goods back to Mathias.

MUMS provides a full audit trail of every return that has been made by employee and we also have a manual customer returns log to log every return a customer is making so we always have a record as to what has been returned.

Mathias tightly manages returns as not only is this part of our initiative to deliver service excellence but it also ties in with our invoice / credit process.

Prolonging the life of unwanted garments -

Should you have received an incorrect garment which has been logged, unfortunately they cannot be reused or recycled in the conventional way that other products can be. Therefore Mathias work in conjunction with our preferred charity HIS CHURCH who send unwanted garments to third world countries to enable garments to have a happy life long after employees have finished with them. HIS CHURCH sort garments depending on the condition and fibre content. As a result, 80% is exported to Africa for re-use, 10% (which is not fit for re-use) is cut up for wiping rags, 5% is sent for flocking and felting, leaving 5% waste...NB this % breakdown includes garments collected from clothing banks in public places which can include odd shoes, hangers etc.

Whilst we strive to minimize the errors made, on occasions when we do we think this is a fantastic way to increase the lifecycle of the garment and reduce waste and CO2 emissions. However, we understand that disposal in this way this is not possible for all companies due to security reasons of branded products, therefore if you do not wish for your branded products to be re-used in this way please make your Customer Account Manager Aware and they will ensure your garments are disposed of in a safe way.

As you can see our returns process is very straight forward however should you require further help or information regarding your returns please contact your customer account manager on 0117 982 2080 who will be happy to help.