


GSL 001	Returns/Refund and Cancellation Policy	

This describes how we calculate refunds and outlines our policy. Our refund policy does not affect your statutory rights.

**Skip Hire:**

Cancellation: Customers will not be charged a cancellation fee if cancelled within 48 hours of delivery date.

Return: If a skip is not filled and we collect it empty a £50 transport fee is charged.

Exchange: A standard skip exchange is charged at normal price.

Delivery Timescales: Normally within 48 hours but this is subject to time of year.

Payment will be refunded to the customer's credit/debit card within 7 days from the cancellation of the order date.



**Mr Patrick Shanahan**  
**Position: Managing Director**  
**Date: 1<sup>st</sup> February 2023**

GSL 001	Returns/Refund and Cancellation Policy	Author: Emma Griffin
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