

Returns, Refunds & Exchanges

Q What is your return and exchange policy?

A We want you to be happy with your purchase. If you are not completely satisfied, you may return unused items within 14 days of purchase for a refund of the product price. Returned items must be unused, in their original packaging, and in a resalable condition.

If you receive the wrong item, please contact the depot that dispatched your order immediately. We will arrange collection of the incorrect item and dispatch the correct goods as soon as possible at no cost to you. While we take care to ensure goods arrive safely, minor dents or cosmetic damage to packaging may occur and do not affect product performance. If you receive goods that are seriously damaged or unusable, please contact us immediately so we can arrange a replacement or refund.

Please note that made-to-order, tinted, or customised products are non-returnable. Please find our full Terms and Conditions [here](#).

Q How many days do I have to return an item?

A You have 14 days from the date of purchase to return unwanted Goods for a full refund of the product price. All delivery discrepancies or issues must also be reported within 14 days of receipt.

Q What condition must the item be in for a return?

A Goods must be returned unused and in a resalable condition. They must be in their original packaging, as damaged returns cannot be refunded. Goods that have been opened, used, or tested cannot be refunded unless a manufacturing fault is identified. Please package returns securely to avoid damage in transit.

Q Are there any items that cannot be returned?

A Yes. Products that are made-to-order, tinted, or otherwise customised (including bespoke colour coatings) are non-returnable. We strongly recommend providing a physical sample, or ordering a tester pot or colour swatch before purchasing larger volumes.

Q How do I start a return or exchange?

A To arrange a return or exchange, please email the company your goods were dispatched from and include your order number and details of the issue or return request.

Returns must be authorised in advance. Once approved, securely repackage the goods and include the authorised return paperwork inside the parcel.

Q Do I have to pay for return shipping/delivery?

A If you are returning an unwanted item or have changed your mind, return shipping costs will be your responsibility and a 15% restocking fee will be deducted from your refund. Please note that original delivery charges are non-refundable. If the return is due to an error on our part or because the goods arrived damaged, we will cover the full cost of return shipping.

Q What if I receive the wrong item or a damaged item?

A If you receive the wrong item, please contact us immediately. We will arrange collection of the incorrect item and send the correct goods at no additional cost. If your goods arrive seriously damaged or unusable, please contact us as soon as possible so we can arrange a replacement or refund. Minor cosmetic damage to outer packaging that does not affect product performance may not qualify for replacement.

Credit Account & Ordering

Q

How do I place an order on my credit account?

A

As an approved B2B customer, all orders placed through the app are automatically charged to your credit account. Simply proceed through the checkout process, and the order will be added to your outstanding balance for invoicing.

Q

How do I access my order and invoice history

A

You can view your history within the **'Account History'** section of the app using the following two options:

- **Order History:** This displays a record of all orders placed specifically via the app.
- **Invoice History:** This provides a comprehensive overview of your entire account. It includes every invoice processed by your local office, whether the order was placed via the app, email, or telephone. By selecting an individual invoice or order from these lists, you can view specific product details, pricing, and order dates

For full account history and to see a complete record of all orders and invoices - including those placed via the app, email, or telephone - please check your **'Account History'** and then **'Invoice History'**. This provides a comprehensive overview of your entire account with your local office.

Q

How do I download an invoice?

A

To download an invoice:

1. Go to **'Account History'** > **'Invoice History'**.
2. Locate the invoice you require.
3. Click the PDF icon next to the record.

A copy will be automatically sent to your registered email address.

Q

Can I see my current balance or credit limit in the app?

A

No. This information is not visible on the app.

Please contact your local depot and speak to the team to request this information.

Q

What happens if I make a late payment?

A

If payment is not received by the due date, we reserve the right to suspend deliveries or cancel your order until payment has been made. Late payments may also incur interest charged at 4% above the current Bank of England base rate, along with applicable administration fees. Returned cheque fees are charged at 5% or £50 (whichever is greater), and chargebacks are charged at 5% or £75 (whichever is greater). We may also apply payments received against any outstanding order at our discretion.

Q

What should I do if I receive a notification on the app that my account is on hold?

A

If you see an "Account on Hold" notification pop-up in the app, it means your account has been temporarily suspended - typically due to an overdue payment. During this time, new orders cannot be processed. To resolve this, please contact your local depot to settle any outstanding invoices. Once your account is up to date, the hold will be removed immediately.

Q

My account is on hold, but I received an order confirmation. Will my order be processed?

A

No, your order will not be processed. While the app allows you to place an order and receive a confirmation, the order will be held by our office team until all outstanding invoices are settled on your account. A member of our team will contact you directly upon receiving the order to help resolve the balance before progressing with the order.

To avoid future delays: If you receive a notification that your account is on hold, please immediately contact your local depot to resolve any outstanding invoices prior to placing a new order.

Delivery Questions

Q Where is my order?

A To track the status of your delivery, please note the following:

- **Order Acknowledgment:** Once your order has been processed and dispatched you will receive an Order Acknowledgment email. This confirms that your order is on its way.
- **Delivery Timeline:** Standard delivery typically takes 1–3 working days. If your order has not arrived within this timeframe, please contact your local depot for an update.
- **Real-Time Tracking:** For immediate updates on the exact whereabouts of your delivery, please contact your local depot directly. They have access to real-time tracking and can provide the most accurate arrival information.

Q What are your delivery rates and options?

A We offer free standard delivery on orders over £120 (incl. VAT). Orders below this amount incur a £15 delivery charge. For more information on delivery, please refer to our full Terms and Conditions [here](#). If you require Express Delivery or an international delivery quote, please contact your local depot directly.

Q How long does delivery typically take?

A Standard delivery is typically 1–3 working days. In-stock items usually dispatch next-day, while out-of-stock or bespoke colour orders may take 2–3 days to produce and dispatch. Please note that if your order includes multiple items with different lead times, we will wait to dispatch them together in one delivery.

Q Can I change my delivery address after placing an order?

A Because our warehouse begins processing orders immediately, changes are not always possible. If you need to update your delivery address, please contact your local depot as soon as possible. We will do our best to intercept the order before it is dispatched.

Q What happens if my package is lost?

A Please contact us immediately with your order details. We will initiate an investigation with the carrier and arrange for a replacement order to be sent out as quickly as possible.

Q Do you offer free delivery on orders over a certain amount?

A Yes, we offer free delivery on all orders over £120 (incl. VAT). For orders under £120, a standard delivery charge of £15 applies

General & App Technical Questions

Q I can't find my recently ordered items. Where are they located?

A There are two ways to quickly find and reorder items you have recently purchased:

1. **Via Shopping Lists:** Go to the 'Shopping Lists' section and select 'Recently Ordered Items' from the drop-down menu. This will display a list of your most recently purchased items for easy reordering.
2. **Via Invoice History:** Go to 'Account History' and select 'Invoice History'.
 - Click on a specific invoice to view the full details of that order.
 - To reorder an item from that invoice, simply click the '+' (plus) sign to add it directly to your basket.

Can't find what you're looking for? If a product you expect to see is missing, or if you cannot find the item you require, please contact your local depot for assistance.

General & App Technical Questions

Q How do I order a pigmented coating with a bespoke colour request

A To order a custom colour match, please follow these steps:

- 1. Locate your product:** Navigate to the '**Browse**' section to find the coating technology you prefer, or use the '**Search**' area to enter a specific product code or search term. If you cannot find the product you need, please contact Customer Services or your local depot for assistance.
- 2. Enter colour details:** On the product page, locate the free-text box labeled '**Request a colour - prices may vary.**' Enter the specific colour code, brand and colour name you require. This information will be automatically linked to the selected item and included in your order confirmation.
- 3. Checkout and confirm:** Add the item to your basket and click the '**Checkout**' icon. Follow the prompts to select either delivery or collection, then click '**Submit Order**' to finalise the request.

Please Note: Final pricing is dependent on the specific pigments and dyes required for your colour choice. If there is a price adjustment, our front office team will notify you before the order is put into production.

Q Why do Symphony Coatings recommend providing a physical sample for bespoke colour match requests?

A If you require a bespoke colour match, we strongly recommend supplying a physical sample of the colour you would like us to match. This helps us achieve the closest possible match for your specification and project requirements.

This is important because paint shades can vary over time between manufacturers and batches. Providing a physical sample allows us to produce the most accurate colour match possible.

Q I need to provide a physical sample for a colour match - what should I do?

A If you require a match from a physical sample, please follow these steps:

- 1. Label your request:** In the app on the product page, see the free-text box labeled '**Request a colour - prices may vary**', please enter this phrase into the box: ***"Physical sample to be supplied"***
- 2. Submit your order:** Complete the checkout process as usual.
- 3. Deliver the sample:** Arrange for your physical sample to be delivered to your local depot.

Our technical team will begin the matching process once the sample is received.

Q What if the colour I receive isn't a 100% match?

A Achieving a commercial colour match is our primary goal, but perfect 100% colour reproduction cannot be guaranteed across all batches and applications.

Variations can occur due to key technical factors, including:

- **Film thickness and application method (e.g. operator technique)**
- **Substrate material and its initial colour**
- **Drying/curing conditions**
- **Lighting conditions under which the colour is viewed**

To ensure the best possible result, we strongly recommend providing a physical sample of your required colour to your local depot. This eliminates ambiguity and enables the most accurate formulation. If you are dissatisfied with the colour match you receive, please contact your local depot immediately to discuss a resolution.

General & App Technical Questions

Q I didn't receive a confirmation email after placing an order on the app. What should I do?

A You should always receive an automated email confirmation within a few minutes of placing an order. If you haven't received one, please follow these steps:

1. **Check your account details:** Verify that the email address on your account is correct. You can find this under **'My Setup' > 'My Account Setup'**.
2. **Update if necessary:** If the email address is incorrect, please update it in the **'My Account Setup'** area to ensure you receive notifications for all future orders.
3. **Contact your depot:** If your email address is correct but you still haven't received a confirmation, please call your local depot immediately. They can verify if the order was successfully received in their system.

Important: If you suspect an order did not go through, always contact your depot before attempting to place the order again to avoid accidental duplicates

Q How do I know if a promotion or discount has been applied to my order?

A If a promotion or discount has been applied to your order, it may not appear as a separate line during checkout. The discounted amount will already be reflected in your order total.

You will also see a message at the top of the checkout confirming the offer applied, for example: **"Orders over £100 include a 10% discount."**

Your final invoice will show the discount applied in full. If you are unsure whether a promotion has been applied correctly, please contact your local depot for assistance.

Q How will I know if my order has been received via the app?

A Once you have submitted your order, you can confirm it has been received in two ways:

1. **Email Confirmation:** You will receive a confirmation email sent to the address linked to your app account within a few minutes of placing the order.
2. **Order History:** You can view a record of your order within the app by navigating to **'Account History'** and then selecting **'Order History'**.

Please Note: The **'Order History'** section displays orders placed via the app only.

If you have successfully submitted an order but it does not appear in your Order History, and/or you have not received an email confirmation, please contact your local depot for further assistance.

Q How do I update my account information?

A Most of your personal and contact information including your name, email, company telephone, and mobile number - can be updated in the **'My Setup' > 'My Account Setup'** section of the app.

To change your primary registered business name or billing address, please contact your local depot; these changes require security verification.

Delivery addresses can be updated during the checkout process when placing an order. You may select an address from the drop-down list linked to your account, or you can override this by entering a new address into the provided free-text boxes

Q I want to use a different email address for my login credentials. How do I do this?

A Please email our support team appsupport@symphonycoatings.co.uk with your company name, account number, and details of the email address change requested.

Once received, we will process your request within 48 hours, after which you will be able to access the app using your updated login details.

General & App Technical Questions

Q

I can't log in - what should I do?

A

First, try resetting your password. If the issue persists, please ensure you are using the latest version of the app. If you still cannot log in, please contact our Customer Service team for technical assistance at appsupport@symphonycoatings.co.uk.

Q

Where can I find Technical Data Sheets (TDS) and Safety Data Sheets (SDS)?

A

Technical Data Sheets (TDS) and Safety Data Sheets (SDS) for our products are maintained by your local depot. To obtain the specific documentation you need, please reach out to your local depot by telephone or email with your request.

Q

I found a bug or technical issue - where do I report it?

A

If you have experienced a bug or technical issue, our Customer Service team will be happy to help. Please email appsupport@symphonycoatings.co.uk and include your company name, account number, and details of the issue you are experiencing so we can investigate as quickly as possible.

Q

Can you help me choose the right product for my project?

A

Yes, our technical support team is here to assist. You can contact an area technical advisor directly via the '**Contact Us**' page to get expert advice on product selection, application methods, and substrate compatibility.

