

Refund and Return Policy

At AG Dental, we want you to be completely satisfied with your purchase. If for any reason you are not satisfied, we're here to help.

Returns

1. Eligibility for Return:

- Items must be returned within 7 days from the date of delivery.
- To be eligible for a return, the item must be unused, in the same condition that you received it, and in its original packaging.
- Some products (e.g. ordered in) may not be eligible for return. Please refer to product details for specific return eligibility.

2. Non-Returnable Items:

- Sale items (only regular-priced items may be refunded)

3. Return Process:

- To initiate a return, contact our customer support on 0800 0236100 or at sales@agdental.co.uk..
- Provide your order number, the reason for the return, and any pictures if necessary.
- Once your return is approved, you will be responsible for paying for your own shipping costs for returning your item unless the item is damaged or defective.
- You should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Return Address:

Please send your return to the following address:

AG Dental Equipment Ltd, 1 Northford Close, Shrivenham, Swindon,
SN6 8HL

Refunds

1. Processing:

- Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your refund.
- If your return is approved, a refund will be processed, and a credit will automatically be applied to your original method of payment within 7 working days.

2. Partial Refunds:

- Certain items may be subject to partial refunds if they are not in their original condition, are damaged, or are missing parts for reasons not due to our error.

3. Late or Missing Refunds:

- If you haven't received your refund within the designated timeframe, first check your bank account again.
- Contact your credit card company; it may take some time before your refund is officially posted.

- If you've done all of this and still have not received your refund, please contact us at sales@agdental.co.uk.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@agdental.co.uk

Cancellation Policy

Orders can be cancelled within 1 hour of purchase. After that, the order will be processed, and you will need to go through the return process.

Shipping Costs

Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund unless the product was damaged or defective.