



MUSTANG TOOLS

Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Telephone: (01692) 404005

Email: sales@mustangtools.co.uk

Website: www.mustangtools.co.uk

Returns & Refunds Policy

Last updated: 24 August 2026

We want you to be happy with your purchase. If you are not completely satisfied with your order, you may be eligible to return it for a refund or exchange, subject to the terms below.

1. Returns

You may request a return within 30 days of receiving your order.

To be eligible for a return, items must:

Be unused and in their original condition.

Be returned with the original packaging, tags, and accessories where applicable.

Not be damaged, altered, or marked by the customer.

Include proof of purchase or your order number.

Certain products may not be eligible for return, including personalised or customised products, items made to order, and any other products identified as non-returnable at the time of purchase.

2. How to Request a Return

To request a return, please contact us at sales@mustangtools.co.uk with:

Your order number.

The item(s) you wish to return.

The reason for the return.

Photographs of the item, where relevant.

We will provide you with instructions on how and where to send your return.

Please do not send items back without contacting us first, as we may be unable to process an unauthorised return.

3. Refunds

Once we receive and inspect your returned item, we will notify you whether your refund has been approved.

If approved, your refund will be issued to the original payment method used to place the order.

C.R.UTTING LTD.

Managing Director: C.R.Utting

Registered Office: Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Registered In England Reg. No 3619311



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Please allow 5–10 business days for the refund to appear in your account, depending on your payment provider or bank.

Original shipping charges are non-refundable / refundable where the return is due to an error on our part or a faulty product.

4. Faulty, Damaged or Incorrect Items

If your order arrives faulty, damaged, or you receive the wrong item, please contact us as soon as possible at sales@mustangtools.co.uk.

Please include your order number and photographs showing the issue where possible.

Where appropriate, we will offer a replacement, repair, refund, or other appropriate remedy in accordance with applicable consumer protection laws.

5. Return Shipping

Unless the item is faulty, damaged, incorrect, or the return is otherwise required to be covered by us under applicable law, the customer is responsible for the cost of returning an item.

We recommend using a tracked or insured delivery service, as we cannot be responsible for items lost or damaged while being returned to us.

6. Exchanges

If you would like to exchange an item, please contact us at: sales@mustangtools.co.uk

Exchanges are subject to product availability. If the requested replacement is unavailable, we may offer a refund instead.

7. Items That Cannot Be Returned

For hygiene, safety, or other reasons, certain products may not be eligible for return once opened or used.

Any exclusions will be clearly stated on the relevant product page where applicable.

Nothing in this policy affects your statutory rights.

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8. Late or Missing Refunds

If you have been notified that your refund has been processed but have not received it, please first check with your bank or payment provider.

If you have still not received your refund after the expected processing period, please contact us at sales@mustangtools.co.uk and we will investigate.

9. Changes to This Policy

We reserve the right to update or amend this Returns & Refunds Policy from time to time. Any changes will be posted on this page with the updated date shown above.

10. Contact Us

If you have any questions about returns or refunds, please contact us:

Email: sales@mustangtools.co.uk

Business Name: C R Utting Ltd T/A Mustang Tools

Address: Unit 1B, Cornish Way, North Walsham, Norfolk, NR28 0AW

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