WDS Components Help Desk

Returns Policy

Mark Moody - Sales and Marketing Director - 2026-05-19 - Policies

Returns Policy

WDS Returns Information

Customers are advised to contact WDS Components Ltd. (WDS) prior to any goods being returned.

To return any unwanted components, parts and accessories that meet the requirements of this policy, please complete a WDS Components return form and return the goods to us using the shipping method of your choice, we recommend you use a tracked and signed for service.

Please allow 5 working days from receipt (returned date) of your items to allow us time to conduct a full inspection, any testing and process your refund. WDS Components will accept the return of special/modified components if they are faulty or do not meet the pre-agreed technical specifications and/or drawings. We will refund any reasonable cost of return for items found to be faulty.

A processing charge may apply in respect of all products returned other than due to defects or faults covered by warranty. Handling and restocking charges may be applied up to 25% of the total invoice value.

In order to receive any agreed credit, refund or replacement the Customer should contact WDS Components to obtain a returns reference number, this is known as the ticket number and must be quoted on all relevant paperwork, and clearly marked on returned packaging. Please call 0333 043 5443 or complete a contact form to obtain a ticket number. If you have emailed us you will have received a ticket number via email on receipt of your enquiry.

Returns must be made within 30 days of the date of delivery or collection as stated on the WDS delivery documentation.

Products must be returned in the original condition and packaging or in a condition which will enable them to be immediately fit for re-sale or charges may be applied.

Please follow any specific instructions which appear on the WDS Components website or as advised by the customer service team with any product regarding its return.

Products must be returned to WDS Components adequately packed and clearly labelled to:

Returns
WDS Components Ltd
Richardshaw Road
Grangefield Industrial Estate
Pudsey, Leeds
West Yorkshire
LS28 6LE
United Kingdom

Using the address label on the despatch note or available on the WDS Component website or provided by the WDS Components Customer Service team. Click to print postage label

The Customer must quote the Returns “Ticket” Number on the parcel being returned, and in any correspondence the return relates to. Ticket numbers are available from our After Sales Team.

If products are not returned to WDS Components; in accordance with this return policy, after the period for returns has expired or in an unfit state, WDS Components reserve the right to refuse or accept the return from the customer and the products may be returned to the Customer at the Customer's expense or a handling charge may be applied which relates to the actual cost of reprocessing.

Our no fault returns policy excludes manufactured to order goods / items, items ordered for call off, made to order or forward ordered items where part deliveries have already been made.

WDS Components accepts no responsibility for any loss of or damage to products in transit from Customer to WDS Components where WDS Components has not provided the collection service or SC returns number.

Made To Order Goods
Made to order products or customer specials may not be returned unless faulty, this includes any custom orders that may have been created for you specifically, and possibly large orders manufactured or purchased specifically for one order. If the product is able to be placed back in to stock then discretion may be used to refund either in full or part, this may be discussed directly with our sales team.

Cancellation or order change of items made to order or customer “specials”.
Orders that are cancelled on the same day are acceptable FOC, within 2 hours after the order is placed
Orders that are cancelled on the same day after 2 hours of order placement, latest 2pm GMT (Friday 3pm) are acceptable but may be charged at 25% of order value.
Orders that are cancelled on the same day after 4 hours of order placement, latest 2pm GMT (Friday 3pm) are acceptable but may be charged at 50% of order value.
Orders that are cancelled after the day the order is placed may not be acceptable and may be subject to full invoice value.

WDS Components Ltd does not accept returns of the following items: (unless faulty)

CNC Fixtures, Tombstones & Cubes
Lifting Eyes & Hoist Rings
Die Sets
Call Off Orders / Forward Orders
Call off Orders / Forward Orders may not be cancelled or returned unless agreed in writing with WDS, this includes any custom orders that may have been created for you specifically, and possibly large orders manufactured or purchased specifically for one order.
If the product is able to be placed back in to stock then discretion may be used to refund either in full or part, this may be discussed directly with our sales team.

Refunds Policy

WDS Procedure for Refunds Goods

Subject to the Goods being returned in a re-saleable condition and not the subject of a special purchase or manufactured order, WDS will issue a Credit Note to the customer for the full value of the goods, or re-issue goods to the same net value. However, the Customer will incur both the Carriage costs of the return and the replacement goods if necessary, and also incur a Handling Charge that will be a maximum of 25% of the total invoice value.
WDS will make all reasonable efforts to ameliorate the costs of the handling charge, but this cannot be guaranteed.

With the implementation of the EU Consumer Rights Directive, consumers in the UK now have 30 days to exercise their right of withdrawal from a distance contract or off-premises contract (including internet sales) without the need to justify and at no cost (except supplementary costs) as stated in Regulations 29 and 30 of the Consumer Contracts Regulations and the guidance issued by the UK government.

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