

Emerald Resins Limited trading as ResaFloor

Company number: 08749876

Registered office: Unit 18b Wakes Hall Business Centre, Colchester, Essex, CO6 2DY

Last updated: 8th July 2026

1. About this policy

This Returns & Refunds Policy applies to purchases made through the ResaFloor website. ResaFloor is a trading name of Emerald Resins Limited.

Returns contact email: sales@resafloor.com. Telephone: 01787 207979. Returns address: Unit 18b Wakes Hall Business Centre, Colchester, Essex, CO6 2DY.

This policy is in addition to, and does not limit, any legal rights you may have.

2. Our approach to returns

We accept change-of-mind returns of eligible Products in accordance with this policy.

Because resin-based products are supplied in sealed containers and cannot be safely resealed or transported once opened, resin-based products have specific return conditions.

Faults, errors, damage, incorrect Products, unsafe Products and Products not as described are handled separately from change-of-mind returns.

3. Definitions

Consumer means an individual purchasing Products wholly or mainly outside their trade, business, craft or profession.

Business Customer means anyone purchasing Products for use in connection with their trade, business, craft or profession.

Resin-Based Products means resin-based paints, coatings, primers, base components, hardener components and related resin material supplied in sealed containers.

General Products means tools, rollers, brushes, tapes, abrasives, personal protective equipment and other consumables that are not Resin-Based Products.

4. Consumer cancellation rights for online orders

If you are a Consumer buying online, you normally have the right to cancel an eligible order within 14 days after the day on which you, or someone nominated by you, receives the Products.

You must clearly tell us that you wish to cancel. You may do this by email.

You must return eligible Products within 14 days after telling us that you wish to cancel.

For change-of-mind returns, you are responsible for the direct cost of returning eligible Products unless we state otherwise.

5. General Products

General Products may be returned for a change of mind within the statutory cancellation period, provided they are returned in a condition consistent with reasonable inspection.

You may inspect Products as you would in a shop to establish their nature, characteristics and functioning.

We may make a reasonable deduction from your refund where the value of a Product has been reduced because it has been handled more than necessary for inspection, including where it has been used, fitted, assembled, damaged, contaminated, altered or returned incomplete.

6. Unopened resin-based products

Resin-Based Products may be returned for a change of mind only if they are unopened, unused and have their original safety seal intact.

Please review the product description, label information, colour reference, Product Data Sheet, Technical Data Sheet and Safety Data Sheet before opening a Resin-Based Product.

Returned Resin-Based Products must be packaged securely and returned in accordance with our instructions and any carrier restrictions that apply to chemical products.

7. Opened resin-based products

Resin-Based Products are supplied in sealed containers. Once opened, they cannot be safely resealed, transported or accepted into returned stock.

For this reason, opened or unsealed Resin-Based Products must not be returned to us under any circumstances unless we provide specific written collection instructions.

Opened or unsealed Resin-Based Products are not eligible for a change-of-mind refund.

This rule applies to the standard returns process and does not affect your statutory rights where a Product is faulty, damaged, incorrect, unsafe or not as described.

8. Faults, errors, damage and incorrect Products

This section is separate from our change-of-mind returns process.

If a Product is faulty, damaged, incorrect, unsafe or not as described, please contact us as soon as reasonably possible. Where reasonably possible, contact us before opening, using, disposing of or attempting to return a Resin-Based Product.

We may ask for photographs, batch details, order information and other reasonable evidence to investigate the issue.

Where we are responsible for a fault, error or other issue, we may provide a refund, replacement or other appropriate remedy. Where a Resin-Based Product has been opened, we may provide the remedy without requiring the opened Product to be returned.

Opened Resin-Based Products must not be sent back without our written instructions.

Nothing in this policy affects your statutory rights.

9. Applied resin products and performance claims

This section applies where a Resin-Based Product has been opened, mixed, applied, cured or otherwise used.

Performance after application can be affected by factors outside our control, including substrate condition, preparation, contamination, moisture, temperature, humidity, mixing ratio, mixing method, induction time, coverage rate, application technique, curing conditions and compatibility with other materials.

Where you believe that an opened, mixed or applied Resin-Based Product is faulty, incorrect, unsafe or not as described, you should contact us before carrying out remedial work, removing the coating, applying further materials or disposing of remaining material, where reasonably possible.

To investigate a performance claim, we may reasonably request relevant information and evidence, including:

- order number, product name and batch number;
- photographs or video of the product, substrate and affected area;
- details of surface preparation and substrate condition;
- application date, ambient temperature and substrate temperature;
- mixing method and confirmation that the supplied resin and hardener components were used in the specified ratio;
- application method, coverage rate, number of coats and curing conditions; and
- details of any primers, cleaners, additives or third-party products used.

We will assess the information provided and may request further evidence, product samples, site information or an independent inspection where appropriate.

We will provide a refund, replacement or other appropriate remedy where we determine that a Product was faulty, incorrect, unsafe or not as described, or where another issue was caused by us.

We are not responsible for issues caused by unsuitable substrate conditions, inadequate preparation, contamination, incorrect storage, incorrect mixing, omission or incorrect proportion of hardener, application outside the stated conditions, failure to follow the applicable Product Data Sheet, Technical Data Sheet or Safety Data Sheet, or use with incompatible materials.

10. Important: record your preparation and application

Before opening or applying Resin-Based Products, please take clear photographs and keep a brief record of the preparation and application process.

This information may be important if you later need technical support or wish to raise a product-performance concern.

We recommend recording:

- the substrate before preparation and immediately before coating;
- the preparation method used;
- the product labels and batch numbers;
- each resin base unit and its matching hardener component before mixing;
- confirmation that the full required hardener quantity was added to each unit;
- ambient and substrate temperature at the time of application;
- the mixed material, application method and completed coated area; and
- any primers, cleaners, fillers or other materials used.

Please retain photographs, videos, receipts and remaining product containers until the coating has fully cured and you are satisfied with the result. This guidance does not affect your statutory rights; it helps us investigate technical issues fairly and quickly.

11. Discounted resin bundle offers

Some Resin-Based Products are available through our bundle configurator at a discounted bundle price. The discounted price applies only where the qualifying bundle quantity is retained.

Customers may cancel and return unopened Resin-Based Products from a bundle order within their statutory cancellation period, subject to this policy.

Where part of a discounted bundle is returned, the bundle discount will no longer apply. We will recalculate the order using the standard individual-unit price for the Resin-Based Products retained by the customer and refund the remaining balance for the eligible returned Products.

All Resin-Based Products returned from a bundle must be unopened, unused and have their original safety seal intact.

Where the full qualifying bundle is returned unopened within the cancellation period, the full bundle price will be refunded in accordance with this policy.

This does not affect your legal rights where any Product is faulty, damaged, incorrect, unsafe or not as described.

12. Return postage and safe return instructions

Please contact us before returning any Resin-Based Product so that we can provide suitable return instructions.

You must package returned Products securely to prevent damage or leakage in transit. You are responsible for ensuring that any return is sent using a suitable service and in accordance with the carrier's restrictions.

Do not return leaking, damaged, opened, unsealed or potentially hazardous chemical Products through ordinary post or courier services without our written instructions.

For a change-of-mind return, you are responsible for the direct cost of returning eligible Products unless we state otherwise. We will pay, reimburse or arrange reasonable return costs where the Product is faulty, damaged, incorrect, not as described, or where we have otherwise agreed to do so.

13. Refunds

For an eligible Consumer cancellation, we will refund the price paid for returned eligible Products and the cost of standard delivery where required by law.

Where you selected a premium, express or other enhanced delivery service, we will refund only the cost of our least expensive standard delivery option where a delivery refund is due.

Where only part of an order is cancelled, we will refund the price paid for the eligible returned Products. Original delivery charges will not normally be refunded where other Products from the same order are retained.

We will process refunds using the original payment method unless we agree otherwise.

For a statutory cancellation, we will make the refund within 14 days of receiving the returned Products, or within 14 days of receiving evidence that you have sent them back, whichever happens first.

We may reduce a refund to reflect any loss in value caused by handling beyond what is necessary to inspect the Product.

14. Business Customers

Business Customers do not have an automatic legal right to cancel an online order simply because they have changed their mind.

Any return by a Business Customer must be agreed by us in writing and may be subject to separate terms, including return delivery costs and a reasonable handling charge where permitted.

Nothing in this section affects any rights that cannot legally be excluded.