

Our Returns Policy

We want you to be completely happy with anything you buy from us. But we know that sometimes things can go wrong. When that happens, we'll try our best to fix the problem wherever we can.

If you change your mind about your purchase

If the product you've bought isn't quite what you wanted, you've got 14 **Working Days** (known as the cancellation period) to return the item at your own cost and we will reimburse the card that the goods were originally bought against.

If an item is returned after the 14 working day cancellation period a 30% restocking charge will be applied.

Please note we cannot reimburse return postage costs. In accordance with the distance selling regulations, notification of this is printed on your delivery note.

There are some exceptions to our returns policy, such as special order items. See the 'What products do we sell where our standard returns doesn't apply?' section in this policy document for more details.

If there's a fault with your purchase

The warranty period on each item is 1 year (12 months) after its installation or 1.5 years (18 months) after shipment whichever occurs first.

The warranty period on repairs or replacement parts is 1 year (12 months) from date of repair or replacement, but no more than 1.5 years (18 months) from the shipment of the original item replaced.

Please refer to our terms and conditions for all details, a copy of which is downloadable from the delivery section of this website.

We'll either give you a replacement or credit your card, subject to our inspection of the goods and confirming that they are faulty. You'll need proof of purchase, all the original parts and if available, packaging.

What you need to know about returning your purchase to us:

How do I return my product?

- You can return the item in person or via a carrier service. If returned in person we will be unable to reimburse any carriage costs incurred.
- In the case of the goods being returned via carrier, if the goods are found to be faulty and you have asked for a replacement, the replacement goods will be despatched to you carriage paid.
- If you return an item which is faulty and do not require a replacement, the cost of the item and the original carriage costs will be refunded to the card that the goods were originally bought against.
- Please note we cannot reimburse return postage costs.

What do I need to return?

You'll need proof of purchase, the product, a completed returns note, all the original parts and if available, packaging.

Will I need proof of purchase?

Yes. You'll need a despatch note or copy of your bank or credit card statement showing the transaction.

What are the distance selling Regulations?

The Distance Selling Regulations mean that anyone who buys something online should be able to change their mind and send it back in seven working days (the "cancellation" period). More information can be found here:

<http://www.bis.gov.uk/files/file14640.pdf>

In depth guidance on the electronic commerce regulations is available here:

http://www.legislation.gov.uk/ukxi/2002/2013/pdfs/ukxi_20022013_en.pdf

What products do we sell where our standard returns policy doesn't apply?

Items that are special order cannot be returned unless they are proven to be faulty or not fit for purpose. Notification of a product being a special order item is displayed within the items description on the website.

None of the above affects your statutory rights