

Return of purchased spares / delivery discrepancies procedure

This does not affect your product warranty.

I. Criteria for accepting a return / discrepancy

- I. No goods should be returned without first requesting and receiving a returns authorisation. Failure to do so will result in no credit being issued.
- II. Replacement Parts which have failed under warranty can be returned within 12 months of their purchase from Hamworthy. These items will be tested and if confirmed defective, full credit will be issued. Should the item be found to not have a manufacturing defect then no credit will be issued.
- III. Hamworthy Heating should be notified of any delivery related discrepancy within 3 working days of receipt. These include items which are found to be damaged, incomplete or incorrectly packaged. We will accept returns requests for these items but reserve the right to issue credit without return to save cost to both parties. Items which are found to be damaged / incorrect etc, after being passed to a third party cannot be considered for return.
- IV. Hamworthy Heating may consider for return any item that has been purchased from Hamworthy Heating within the last 3 months, that is no longer required or has been incorrectly purchased. If the item has been passed to a third party, then the item cannot be considered for return. Any item that has been especially purchased or made to order cannot be returned. Any item returned not the result of an Hamworthy Heating error will be subject to a re-stocking charge. This will be a minimum of £20 and usually a minimum 25% of the item, whichever is greater.
- V. Any returns request of type III and IV should also include the details of the original purchase/ delivery. Without this detail the return cannot be processed.

2. Customer process for return

- I. The customer must request a returns reference by email based on the criteria above and provide an email address so that Hamworthy Heating can confirm and provide returns authorisation.
- II. Should a return be applicable, Hamworthy Heating will create a returns reference and email the returns authorisation number / document to the email address provided.
- III. The customer should return the items to Hamworthy once the returns authorisation is received with the completed document.
- IV. Once the return has been received following the correct procedure, Hamworthy Heating commit to processing and issuing credit where required within 30 days. Should Hamworthy Heating have not processed the credit within this time then credit will be due in full to the customer regardless of reason for return on condition that the process for return has been correctly followed by the customer. Proof of return may be requested at this point to demonstrate that the 30 days have passed.
- V. In the event we refuse credit after inspection of the goods, the customer will be informed, and the item will be kept for a period of 14 days, during which time we will be willing to return the items to the customer. After period we will dispose of the items and the return will be deemed completed.