

Delivery & Returns

Delivery and handling charges are based on your total order amount, calculated during the checkout.

Notes:

We deliver to any destination within the England, Wales and Scottish Lowlands.

We can offer Delivery to Northern Ireland and Scottish High lands on request with additional charge.

We do not offer delivery outside the UK.

You will also get the email confirmation about your order.

Product Damage

Any damage must be reported within 2 days with photographic evidences. We need the photo of the outer packing damage, product damage and delivery label sent to sales@kitchenheaters.co.uk.

Returns & Exchanges

If for any reason you are not content with your items, we will gladly accept returns and exchanges.

Items returned for a full refund are subject to being unused and unopened otherwise a restocking fee may be charged at 15% of purchase cost (excluding delivery charge).

You have **14 days** from the date of receipt to return the item. We will reimburse you using the same method of payment you used for your purchase. Please allow up to 5 working days for your refund to reflect on your statement.

Note: Customer will be responsible for return postal charges and goods insurance cost

PRODUCT RETURNS GUIDELINES

Items must be in new, unused condition in their original packaging. Please ensure you take adequate insurance with the courier in case of damages.

HOW TO RETURN/EXCHANGE YOUR ITEM

Email us sales@thermix.co.uk or call our team on 01206 618080 with your order ID and tell us if you'd like to make an exchange or return for a credit / refund.

Returns address:

Thermix UK Ltd,
Unit 1 , Dedham Road
Ardleigh , Colchester
CO7 7QA