

## **Delivery & Returns**

Shipping Charges are calculated based on your location at checkout :

Zone 1 : Uk Mainland we offer two options 1-2 Day or Standard 2-3 Day Service

Zone 2 : Scottish Highlands 2- 4 Day Service

Zone 3 : Northern Ireland 2 -4 Day Service

Deliveries to outside the UK please call us for a quotation

You will also get an email confirmation when your order is placed.

## **Product Damage**

Inspect the goods within 24hrs and report any transport damages to enable a claim. We need the photo of the outer packing damage, product damage and delivery label sent to [sales@kitchenheaters.co.uk](mailto:sales@kitchenheaters.co.uk).

## **Returns & Exchanges**

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

You have 14 days from the date of receipt to notify us you wish to return the product then send the goods within a max of a further 14 days. 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.

Items returned for a full refund are subject to being received by us in the condition they were in when we sent them.

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

### **PRODUCT RETURNS OUTSIDE 14 DAYS PERIOD**

We will accept returns up to a max of 45 days subject to being received by us in the condition they were in when we sent them, however goods will be subject to a restocking fee of £30 per product to cover all retesting, repackaging.

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

### **HOW TO RETURN/EXCHANGE YOUR ITEM**

Email us [sales@thermix.co.uk](mailto: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