

Returns, Cancellations & Delivery Policy



RETURNS

- Only standard stock items will be considered for return. Custom-made items are non-returnable unless faulty.
- Requests to return goods must be made within 7 days from date of delivery note or 21 days from order date, whichever is sooner.
- Goods must be returned at the buyer's expense. We do not offer a collection service for returns.
- If the return is agreed, the original shipping charge will not be credited. Credit will be issued for the returned goods only, and any previously agreed additional charges, will still be payable by the customer.
- Returned goods must be unused, in their original packaging, and in perfect working order.
- Thermelec reserve the right to decline any returns requests, especially requests for return of large quantity orders specifically ordered for your requirement.
- Goods are not to be returned without an authorised returns note from Thermelec.
- Any returned items must be accompanied by a Thermelec returns note, failure to add this makes the return void.
- Signed acceptance of the returned parcel at our Goods Inwards Department, does not constitute agreement to accept the goods back for return.

CANCELLATIONS

- Any request to cancel an order / back order must be made by email to sales@thermelec.ie
- If accepted, a cancellation note will be issued and is to be retained by the customer for reference as credits will not be issued without it.
- Custom-made items cannot be cancelled, under any circumstances.
- Orders to be shipped directly from manufacturer must be cancelled within 1 hour. In any case, cancellations will not be accepted if the goods have been dispatched by the manufacturer. Thermelec will not accept any cancellation if a manufacturer extends the expected or promised date.

DELIVERIES

Any discrepancy with deliveries from Thermelec must be reported within 3 working days . It is your responsibility to check the condition of your consignment whilst in the presence of the delivery driver and sign accordingly if the consignment is damaged. This also applies if required delivery time is not met and if the stated number of parcels are not present. Any claims cannot be accepted if the details are not made apparent on the consignment note

NOTE:

Thermelec reserve the right to review returns or cancellations trends or history with any individual customer, and may choose to review that customer's pricing structure or credit terms to reflect any excessive level of returns or cancellations. Thermelec may also choose to forbid any further returns or cancellations from any one customer, for any reason.