



## Stelrad Online Purchasing

### Delivery Information

#### Delivery locations

Delivery is within UK Mainland only.

We currently do not deliver to:

- PO Box Addresses
- Any other country outside of the UK

#### Delivery timeframe

Delivery will be made within 72 hours if an order is placed before 3.30pm that working day. Delivery dates and times exclude weekends and bank holidays.

#### Delivery charges

All delivery charges are inclusive of VAT. Prior to confirming your order the total delivery charge will be displayed.

Order Value	Delivery Charge
Orders under £200	£20.00
Orders over £200	FREE

#### Delivery service

Online deliveries are fulfilled by a third party (courier). The courier will make contact with you by either email or text message to arrange a date and time for delivery. Please ensure you provide these details when you place your order with us and assure someone is available at the deliver address to take collection of your order.

If for any reason, the courier was not able to deliver items, the courier will contact you to arrange a re-delivery.



We recommend you do not book plumbers or tradespeople until you have received and checked your delivered items.

If you are unable to take delivery of your goods for any reason please contact the courier via the details provided in the email and or text message you have received from them.

### **Can I collect direct from Stelrad?**

We are currently not able to offer a collect in person service.

### **Checking your items**

Items should be checked upon delivery. If it is discovered that goods are damaged after, please do not attempt installation or use, contact our Customer Services Team on 01709 572299 within 24 hours of delivery who will be happy to help. Further information within Terms & Conditions.

## **Returns Information**

### **Damaged or faulty items**

If your item has been received damaged or is faulty please contact our Customer Services Team on 01709 572299 within 24 hours of delivery.

Please retain all packaging from your delivery during and after your installation. If for any reason goods maybe faulty or need to be returned, we must receive goods back with the original packaging and accessories - which all need to be in a good condition with due care made to re-package the item.

We will require proof of the damage with a photograph in order to facilitate a return, exchange or a refund.

Further information within Terms & Conditions.

### **Returning an item**

Our Customer Services Team will provide you with a Returns Reference Number or otherwise known as an RMA.

You will be required to write this reference number on the returns label. The returns label is included in the enclosed documents with the item when it was delivered.



Once you have informed us about your return our Customer Service Team will contact the courier. The courier will then contact you to arrange a collection date and time.

Unless the item is faulty or damaged you will be responsible for the cost of returning the item and ensuring it arrives to us in an unopened, unmarked and resell-able condition. If the item is not faulty or damaged, we may enforce a restocking service administration fee of £25.

Coloured radiators cannot be returned unless fault or damaged.

Further information within Terms & Conditions.

### **Inspection and quality check of faulty items**

Upon receipt, products will be inspected and quality checked to determine a fault.

### **Replacements and refunds**

Items which are deemed faulty will have a replacement or refund offered, any reasonable postal charges incurred in posting back to us will be reimbursed.