

Warranty Conditions

1. Any potential warranty claim, must be reported to the sales office on telephone number; 0844 543 6200
2. All radiators returned for warranty purposes must have a special report label attached.
3. Liability will not be accepted for radiators returned without the special report label.
4. Special report labels will be posted to the merchant by credit control office. If the radiators are to be returned via private transport, an RMA reference number and label must be obtained first. Radiators will not be processed until the RMA number is available.
5. Any radiators returned under this procedure will be rendered unusable. Stelrad cannot guarantee the condition of any radiator once the report has been carried out. During the inspection it may be necessary to remove sections of the radiator in order to establish the root cause of the defect.
6. Refitting charges will only be considered if the radiators are found to be faulty as a result of manufacturing or materials defect, within twelve months from purchase.
7. Any refitting fees will be based on the removal and refitting of the radiators in question. Transport time and full system drain downs will not be considered.
8. The findings of the report will be posted to the merchant that initially returned the radiator.
9. Radiators returned under this procedure, will be held for a period of 28 days following the issue of the report. After the 28-day period the radiator will be disposed of.
10. If the findings of the report are disputed, the radiator must be collected from Stelrad, Mexborough within the specified period. This must be carried out by prior arrangement with the Quality department at Mexborough.
11. Replacement radiators will not be supplied or credits issued until the “faulty” radiators have been returned and inspected by the Quality department.
12. Handling damage is not covered by the Warranty, Items delivered damaged can be returned under the returns policy, if applicable.