

## 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 48 hours if an order is placed before 3.30pm that working day, unless communicated otherwise or 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.

| <b>Total Order Value</b>              | <b>Delivery Charge</b> |
|---------------------------------------|------------------------|
| Radiator orders <u>under</u> £200.00  | £5.00                  |
| Radiator orders <u>over</u> £200.00   | FREE                   |
| Accessory orders 10 clips or less     | £3.00                  |
| Accessory orders <u>under</u> £200.00 | £5.00                  |
| Accessory orders <u>over</u> £200.00  | FREE                   |

***Please note, if Cast Iron Columns are ordered a delivery charge will be applied. To discuss this further please contact Stelrad's Customer Services team.***

**Delivery service**

Online deliveries are fulfilled by a third party (courier). The courier will contact you by either email or text message to confirm a date and time for delivery taking into consideration your preferred delivery date chosen. 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.

Accessory orders for 10 clips or less will be delivered by Royal Mail 2<sup>nd</sup> class service.

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 0800 876 6813 within 24 hours of delivery who will be happy to help.

For further information please read the Online 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 0800 876 6813 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 photographs in order to facilitate a return, exchange or a refund.

For further information please read the Online Terms & Conditions.

0800 876 6813

### **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 (radiators) is not faulty or damaged, we may enforce a restocking service administration fee of £25.00.

If the item (accessories) is not faulty or damaged, we may enforce a restocking service administration fee of £5.00.

To return (Cast Iron Column) radiators there is a restock charge of £42.00 per radiator (inclusive of VAT) and a carrier charge of £90.00 (inclusive of VAT).

If there are more than five radiators being returned the carrier charge may increase, this will be discussed when you make your return request to Stelrad.

Coloured radiators cannot be returned unless faulty or damaged.

For further information please read the Online 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.

**These Terms were last updated in March 2023.**

0800 876 6813