

## **Returns Policy**

### **Return of Defective Goods**

The procedure below must be followed before returning goods to us as we will not be liable for any Goods returned to us that do not follow these guidelines.

- 1.1 You have a duty to take reasonable care of the Goods whilst they are in your possession and up until the time when the Goods are physically returned to us.
- 1.2 Before returning any Goods to us we request that you contact us in writing or by e-mail at [orders@recoupwwhrs.co.uk](mailto:orders@recoupwwhrs.co.uk) to inform us that Goods are being returned and to obtain a return reference number.
- 1.3 In returning the Goods to us we request that you comply with the following requirements:
  - a. You state your original order reference number on any correspondence sent with the returned Goods to assist us in dealing with any refund efficiently;
  - b. Return all the original packaging where possible to do so;
  - c. Ensure that the Goods are packaged securely taking all measures where possible to prevent damage in transit;
  - d. On the outside of the parcel packaging, clearly mark the returns reference number and the postal address provided to you.
  - e. Please take a picture of the product (if opened) and packaged product and send to us before shipping
- 1.4 Except where otherwise agreed, you are responsible for returning the Goods to us. Please ensure that you obtain adequate proof of delivery as we will not be liable for any Goods that are lost or damaged in transit.
- 1.5 In the event that any Goods delivered to you do not correspond with the Goods in the Order Confirmation, or have been delivered to you by mistake, then you will be under a duty to take reasonable care of such Goods and to contact us immediately (and no later than 14 days from delivery). We will then arrange for a courier to collect the Goods and replacements to be supplied.
- 1.6 Where Goods have been damaged whilst in your possession we shall not be obliged to accept the return of those Goods. In such circumstances, we will notify you that the Goods are available for re-collection or re-delivery for which you shall be liable for any reasonable delivery charges incurred.
- 1.7 We shall inspect all Goods that are returned and should we deem the complaint for damaged or faulty Goods to be unjustified, we will inform you of the reasons for our decision and either notify you that the Goods are ready for collection or arrange for them to be re-delivered to you and the carriage cost of this will be your responsibility. Please note that if you have, in the meantime, required us to provide you with replacement Goods before completion of the testing/return process, you will be liable to pay for these Goods.
- 1.8 Where we accept the return of the defective Goods, we will provide you with either repaired or replacement Goods and only if this is not possible or would be disproportionate to the price of such goods shall a full refund or account credit be applied.

### **Return for Credit**

- 2.1 In the event that we, at our absolute discretion, agree to accept the return for credit of unwanted products, the Goods must be returned with our prior written agreement within 7 working days of delivery. The Goods must be unopened, and in perfect re-saleable condition. All Goods returned in these circumstances will not be subject to a re-stocking fee. Please ensure that the Goods you have purchased are to your specification prior to opening.
- 2.2 Any Goods returned unopened, and in re-saleable condition, outside of the 7 working days specified in clause 2.1 may be returned for credit subject to our absolute discretion and shall be decided by us on a case-by-case basis. All Goods returned in these circumstances will be subject to a reasonable re-stocking fee to cover our administrative charges.

**Post installation defects & damage caused due to defective goods**

- 3.1 All products are pressure tested at production stage, so post installation faults are extremely rare
- 3.2 In the event that a defective product has been identified post installation and/or has caused damage to a property, due to a water leak for example, we ask that we are contacted immediately to be notified.
- 3.3 We will ask you to take images and video of the damaged or faulty product in situ, before it is removed. This is so we can fully assess the issue quickly and progress the claim
- 3.4 We will ask for various evidence of installation compliance, such as pre-installation product visual checks, pressure tests and correct use of fittings etc.
- 3.5 Once this has been carried out, please follow our standard returns policy for defective goods.
- 3.6 Damage claims will be assessed as part of the process, should the product be found to be a manufacturing issue and not an installation/handling one.
- 3.7 Site visits are not required as standard to assess such claims. Should one be officially requested, we will do our utmost to accommodate this quickly, however, should the fault be deemed not a manufacturing issue, we reserve the right to levy a charge to cover the cost of the visit.
- 3.8 All claims to Recoup must be made via the [online claims form](#). This can be completed by the installer but claims must be process by the merchant from whom the product was purchased.