



## **Terms & Conditions for Returns Policy**

### **Damaged in Transit (R1)**

If you take a delivery of a product that has been damaged in transit, the goods must be checked and any damage reported within 3 days. Claims made outside this period will not be considered. The product then requires return/collection within 10 working days of notification.

### **Return of Faulty Goods (R2)**

Should a fault develop with a product purchased from us within the first year of ownership, please contact our Customer Services department with details of the fault and we will advise you how to proceed. Nortek reserves the right to either repair or replace the faulty item(s). Should we deliver a replacement item we will invoice for it, crediting the faulty item upon receipt.

### **Ordered Incorrectly/Incorrectly Supplied/Not Required (R3/R4/R5)**

If an item has either been ordered incorrectly, incorrectly supplied or is not required, it can be returned within 30 days from purchase as long as it remains unused, in new condition and with all packaging and labels intact. Should Nortek incur any costs in re working or re packaging the returns items into a re saleable condition, this will affect the amount of credit due.

Returned items that have been ordered incorrectly or are not required will incur a 30% restocking charge. If these items are collected, a collection charge will also apply.

Heaters built to customer's specification will not be eligible for return; any cancellation prior to dispatch will be subject to a charge relevant to costs incurred.

### **Excess Items (R6)**

Nortek Systems are designed using the information available to us at the time. Due to the high cost of handling and risk of damage, it is not possible for any flue components to be returned for credit.