

Returns and Refunds Policy

Last updated: September 22, 2020

Thank you for shopping at AZTEC Electrical Supplies.

If, for any reason, you are not completely satisfied with a purchase we invite you to review our policy on refunds and returns.

The following terms are applicable for any products that you purchased with us and do not affect your statutory rights:

Non-Faulty Goods

You must advise us that you wish to return goods within 30 days of the either the delivery date or the date collected from the store.

Products should be returned in accordance with the relevant instructions for both products bought online or directly from the store (see Returns Procedure below)

Products must be returned complete and in their original packaging along with any instruction leaflets unused and in a resaleable condition.

Non-returnable and non-refundable products include any products that have been personalised and any products supplied as a 'special'.

Products must be packaged to avoid any damage in transit by ensuring they are boxed in an outer package without any carrier labels applied directly to the product, failure to comply may result in a reduction in the value of your refund/credit.

Products must be returned within 14 days of you informing us of your intention to do so, refunds/credits will be processed within 14 days of receipt of returned goods.

We reserve the right to charge credit account customers a handling fee.

Faulty Goods

If you discover a product is faulty (other than a physically damaged product), you must notify us of the fault as soon as possible after the fault is discovered and the product must be returned within the applicable warranty period as set out in the Aztec terms & conditions.

Products should be returned in accordance with the relevant instructions for both products bought online or directly from the store (see Returns Procedure below).

Products returned within the warranty period will be repaired, credited to your account, refunded, or replaced.

Short Deliveries, Non-Delivered or Damaged Goods

You must notify us within 72 hours of receipt of any goods which arrive damaged, or are missing from your delivery.

For goods where the damage is not apparent after a reasonable inspection, you may refer to the terms for faulty goods.

You must contact us in writing via email with your order number/invoice number and the product codes of the damaged/missing items.

The issue will be investigated, and appropriate action will be taken as soon as possible.

Returns Procedure

This procedure is relevant for both goods purchased online and in store.

After informing us of your wish to return goods we will provide you with a returns form and a returns number.

The returns form must be completed in full and included with the returned goods.

We will be unable to process any returns unless accompanied by a returns note.

The goods along with the form can either be returned to store or returned via post or carrier to:

**Unit 2B
Faraday Business Park
Faraday Drive
Bridgnorth
Shropshire
WV15 5BA**

Returned goods remain your responsibility until they are delivered back to us, therefore if you are using a postal method, we advise using a trackable delivery service that is insured for the value of the goods and requires a signature for proof of delivery.

We reserve the right to charge credit account customers a handling fee.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: **sales@aztecelectricalsupplies.co.uk**
- By phone number: **01746 331000**