

FAULTS AND REPLACEMENTS POLICY

1) ON RECEIPT OF YOUR GOODS

In any situation, it is essential that you sign the delivery receipt form.

It is essential that you inspect all items before signing the delivery receipt form which will be presented to you by the carrier when, and at the point when your goods are delivered. Although all our products are thoroughly inspected before shipping and are properly packaged to ensure that you receive each item undamaged and in good working order, it is possible that damage may occur during transit.

If you are fully confident that all your goods show no visible signs of damage, the receipt form must be signed to acknowledge your acceptance, which will confirm that all items were received in good order without any visible damage, in which case, any subsequent claim cannot be made to replace the item/s in relation to any visible damage.

If you discover or suspect that any item is damaged upon receipt, **you must sign receipt form 'Received damaged'** and identify the damaged item/s, should this be the case, this must be reported to INTELLI HEAT immediately or within a maximum of 7 Days after the delivery of your goods

Although we strongly advise you to spare the time, if you are unable to inspect your goods upon delivery due to time limitation you must sign the receipt form **'With Reserve'**. In which case, should any damage be discovered after your goods have been received **it must be reported to us within 7 Days after the receipt of your goods.**

Make sure that goods are properly and securely repackaged in its original packaging ready for collection so as to ensure the safe return to INTELLI HEAT.

You have a right to a reasonable opportunity to examine goods and reject them if faulty. it must be reported to us **within 15 Days** after the receipt of your goods.

2) FAULT HANDLING POLICY

It is essential that you keep your invoice, receipt and all accompanying documentation referring to your product/s. In the unlikely event that an item develops a fault, such documentation may be required in order to validate the warranty applicable to your product/s.

Should a product develop a fault within the warranty period applicable to your product, INTELLI HEAT reserves the right to repair, or if necessary, to replace the product with either, depending on availability, the same product, or if unavailable, an equivalent product. A repair or replacement will be carried out upon the receipt of a completed fault notification form (**FNF**) which will be sent to you.

Should INTELLI HEAT consider that a repair or replacement be necessary, a suitable container will be sent to you for the purpose of correctly packing the item for collection on a mutually agreeable date and the safe return to INTELLI HEAT. You will be required to disconnect the item/s and to correctly pack the item/s (to ensure no damage occurs during transit) ready for collection; INTELLIHEAT cannot be held responsible to undertake or to cover any costs involved in, or connected to such tasks, or to re-connect/install the repaired or replacement item/s.

On return of the item/s reported as faulty to INTELLI HEAT, an INTELLI HEAT technician will inspect and test the item/s and investigate the installation circumstances. Depending on the nature of the fault, either the original item/s will be repaired and returned to you, or you will be provided with a replacement. Any item/s found not to be faulty or to have become faulty due to miss-use, incorrect installation, inappropriate wiring within your property, an unsuitable electricity tariff, or probable damage caused whilst in your possession, will if required, be shipped back to you, however you will be liable to pay the collection and re-sending shipping costs.

If INTELLI HEAT feels that it is necessary to provide an electrician to visit your property to inspect the reported fault and the item/s is found to be not faulty, or faulty due to miss-use, incorrect installation, inappropriate wiring within your property, an unsuitable electricity tariff, or probable damage caused whilst in your possession, you will be charged a £190 callout fee.

Under the Selling Regulations*, you are entitled to change your mind and ask for a refund within 7 working days of receipt of your order. The product must be in the original condition in which it was sent and must include an invoice or any paperwork sent with the item.

We track our Radiators and this will be checked in the event of a missed use. We cannot issue replacements until the original Radiators has been received back by us.