



In-Store- Returns Policy

Please note this policy only applies to items purchased In-Store. This policy does not apply to items purchased online.

Notes on returning your item/s purchased In-Store.

Our In-Store returns policy allows you 14 days to notify us if you wish to return your order for any reason, with an additional 14 days to return the item to us (for a total of 28 days). If 28 days have passed since your in-store purchase, unfortunately we can't offer you a refund or exchange.

To return your item, you must bring it back to store and your item must be new, unused and in its original packaging.

To complete your return, we require a receipt or proof of purchase.

In-Store Credit (if applicable)

Once your return is received and inspected, our sales team will confirm acceptance of the return or advise of any issues. We will also notify you of the approval or rejection of your in-store credit.

The full purchase value of the item will be placed onto your account as in-store credit. Please note that we do not offer refunds for goods purchased in-store unless the item is faulty or damaged at the time of purchase.

Sale items (if applicable)

Please note that any items purchased during a store sale will only be eligible for a return of the same value as the original purchase.

Terms & Conditions

- We want to ensure that you have all the information on potential product faults before starting a returns process. We are happy to offer free testing advice over the phone to ensure the fault is not due to installation.
- All returned items will be tested in full by our team. Any returned products that are faulty and in warranty will be replaced free of charge and any return postage costs will be reimbursed.
- Any returned items that have been tested and are in warranty but have found to not be faulty will incur a testing fee and the item will be returned at postage cost.

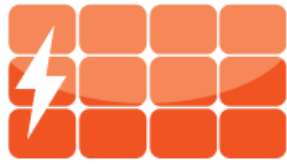
Please find the below costing breakdown of fault finding on returned items:

Battery Test Only

If faulty: Free of Charge

If not faulty: Free of Charge

Battery Charge and Test



**BATTERIES
& SOLAR LTD**

If faulty: Free of Charge

If not faulty: £7.50

Bench Test - Small Electrical Equipment

If faulty: Free of Charge

If not faulty: £15.00

Bench Test – Large Electrical Equipment

If faulty: Free of Charge

If not faulty: £30.00