



Online Orders- Returns Form

Please note this policy only applies to items purchased Online through our website or other online sales platforms. This policy does not apply to items purchased in store.

Notes on returning your item/s purchased Online.

Our Online Orders 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 online purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

You will be responsible for paying the shipping costs for returning your item. Shipping costs are non-refundable unless the product is not fit for purpose or falls under our warranty process.

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

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted: (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 28 days after delivery.

To return your product, you should mail your product to:

Batteries & Solar Ltd, 61 St. Modwen Road, Plymouth, Devon, PL6 8LH, United Kingdom.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 working days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your card issuer, it may take some time before your refund is officially processed. There is often some delay whilst your refund is processed.

If you've done all of this and you still have not received your refund, please contact us at sales@batteriesandsolar.co.uk.

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.



Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing delivery insurance. We don't guarantee that we will receive your returned item.

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:

Service	If product is faulty & in warranty	If product is not faulty
Battery Test Only	Free of Charge	Free of Charge
Battery Charge and Test	Free of Charge	£7.50
Bench Test - Small Electrical Equipment	Free of Charge	£15.00
Bench Test – Large Electrical Equipment	Free of Charge	£30.00

