

# Returns Policy

## Returns / Exchange

If you wish to return or exchange a product, please contact our Customer Service team. We suggest having your postcode/order number at hand before contacting our Customer Service team.

## Our Guarantee

We offer a 14-day return/exchange on all our products subject to the item being returned to Towelrads, this includes the purchasing of the wrong radiator. When returning an item, it must be in the original condition, unused and packed in the original packaging and with the included accessories. This includes, but is not limited to, wall mounts, screws, brackets. You will receive a refund within 14 days of Towelrads receiving and inspecting the returned items.

To arrange a return/exchange you should contact our Customer Service team with the following information:

- The item you wish to be collected
- The reason for the collection
- The collection address including postcode
- Towelrads invoice number
- Towelrads order number

Please note for goods which are no longer required, there will be a collection charge which is non-negotiable.

## Damaged products

We offer up to 3 working days from delivery date for the damaged item to be reported. To make a report, please contact our Customer Service team via email or phone.

Our Customer Service team will need image proof of the damaged product and any damaged packaging, please send this via email.

PLEASE BE AWARE IF AN ITEM IS DAMAGED ON ARRIVAL AND HAS THEN BEEN INSTALLED, NO CREDIT OR REPLACEMENT IS VALID.

## Faulty products

If an item is or has become faulty before the guarantee has expired, please contact our Customer Service team. To check the guarantee on your radiator/towel rail please refer to our website or your user manual.

Towelrads may collect the damaged/faulty product depending on the condition of the item, please ask our Customer Service Advisor for more information regarding this.

## Missing goods

If your order is not delivered or has been delivered incomplete or with missing items upon arrival, please contact our Customer Service department via phone or email. Please be aware all missing items need to be reported within 20 days of expected delivery.

## Scheduled Delivery Dates

To arrange a scheduled delivery or call off, please contact our Customer Service team via email or phone. For any other queries please contact us. **Email us on [cs@towelrads.com](mailto:cs@towelrads.com) or Call us on 01628 625 376**

Towelrads are entitled to change their policy at any given time without notice.