

Terms of Sale for Supply-Only Orders

If you are purchasing appliances or components on a supply only basis, please note that you are required to check specifications prior to the placement of your order. We cannot be held liable for errors in ordering or if an item is ordered that you later discover you do not require or cannot use. It is the responsibility of whoever is ordering and installing your appliance to ensure that they have ordered the appropriate items for the works intended and have acquired the necessary permissions to carry out the works if applicable.

Returns Policy

Any items must be checked and inspected prior to signing over of goods whether this be at our showroom or when taking delivery if delivery is direct to the customer. Should a product or stove be damaged or in any way unsuitable for resale, and the delivery of this product has already been accepted then we will not be able to accept a return.

Non-faulty goods received may be returned within 30 days of receipt for a refund minus delivery costs or restocking fee (where applicable). Goods must be returned in the exact condition as received for the product to be returned to manufacturer or resold. Returns should be made within 14 days in the original packaging and in unused condition ready for return to the manufacturer or for resale. A manufacturer restocking fee may be payable and the acceptance of your return will be subject to agreement of this fee.

We are unable to accept returns after this 30 day period or if goods are damaged after acceptance of delivery.

Made to measure and 'special order' items

If any part of your order is 'made to measure' or a 'special order' appliance or component it will not be eligible for return unless it is received damaged or is faulty. Please carefully check measurements and specifications prior to placing your order. Upon receipt of your order please carefully check items before accepting your delivery. We should be notified of missing, damaged or faulty items within 24 hours.

Product Warranties

Please carefully check the terms of any product warranties. Warranties are only valid if these terms have been met and the appropriate warranty documents have been completed and returned to the manufacturer. Appliances should be installed and maintained in accordance with the terms of your warranty document including but not limited to ensuring installation by a HETAS registered engineer, regular chimney sweeping, use of appliance-appropriate fuel. Please note that if your appliance is installed by an individual who is not registered as a HETAS engineer, your warranty will be void.