

Waterguard Services Limited

Returns, Exchanges & Cancellation of Services Policy

When returning or exchanging any item you must contact the office with your intent to do so. Please follow these steps to ensure that your return is efficiently dealt with:

1. Email sales@waterguard.co.uk or telephone 01226 244200 with your request to return or exchange your order.
2. Complete and return a returns request form which will be provided to you. Please return to sales@waterguard.co.uk. You will then be contacted by the returns department.
3. Once you have received a Returns Note return your items with your returns documents to the following address:
Waterguard Services Limited
14 Oakwell Business Centre
Oakwell View
Barnsley
South Yorkshire
S71 1HX

Please note the following procedures for each return code;

01 – Not Needed

Returns must be in an unused condition and in their original packaging. All non-faulty items returned are subject to a 20% restocking fee, this will be deducted from your refund.

02 – Incorrect Product Sent

Exchanges must be in an unused condition and in their original packaging. Waterguard will collect the incorrect item and deliver the correct item simultaneously.

03 – Incorrect product ordered

Returns must be in an unused condition and in their original packaging. All items returned are subject to a 20% restocking fee, this will be deducted from your refund. Exchanges must be in an unused condition and in their original packaging. We will dispatch the revised order and refund (minus any shipping and handling costs) or invoice accordingly.

04 – Damaged in Transit

Damages made in transit must be made within 48 hours of receipt of goods in order to receive a replacement. Waterguard will collect the incorrect item and deliver the correct item simultaneously.

05 – Faulty

Exchange of faulty or damaged goods. Once we have received your returned item(s) and established a manufacturers fault we will dispatch a replacement at no extra cost. If a replacement is required prior to the return of any faulty/damaged items a purchase order must be provided and raised onto your account for the additional item. Purchase orders will not be invoiced for items found to have a manufacturers fault after investigation.

Refunds and exchanges will not be made for faults caused by improper use of the returned item.

Goods are to be returned to 14 Oakwell Business Centre, Barnsley, South Yorkshire, S71 1HX at the buyer's expense. If replacement parts are required these will be issued on receipt of a Purchase Order and will be invoiced in full, if the goods are found to be defective Waterguard Services Limited will refund the costs. Non defective Goods will be subject to a restocking charge at 20%. No carriage fees are refunded.

Refunds and exchanges will not be made for faults caused by improper use of the returned product.

PLEASE NOTE: IF THIS PRODUCT WAS NOT PURCHASED DIRECTLY FROM WATERGUARD SERVICES LTD ALL RETURNS, EXCHANGES AND CANCELLATIONS MUST BE ADDRESSED TO THE THIRD PARTY IN WHICH YOUR ACCOUNT HOLDS.

Breaches of Service Contracts and Cancellations

At the time of confirming a date for any onsite services you are agreeing to the below terms and conditions.

When an order is placed for, or includes, On Site Commissioning of a Waterguard system. Before the Waterguard System can be commissioned all mechanical and electrical connections must be completed and safety checked. If the installation is found to be incomplete or incorrect when our engineer arrives on site, on the agreed date, we may not be able to commission the controller. In the event of this Waterguard will still charge for commissioning, including time on site and travelling even though our engineer was unable to complete or start the commissioning due to any of the above. Any work carried out by our engineer to rectify or complete any part of the installation will be of extra charge. Please note that if an onsite service is booked in and then is cancelled you will be charged to cover any costs incurred by Waterguard Services Limited.