

The following policy is only in relation to goods supplied to business customers. For goods supplied to consumers, please refer to our terms and conditions for consumers, where you will find the details relating to consumer contracts including returns.

ALL goods returned to Gemtex must be accompanied by a goods return note (GRN) number, you will need to contact the office to request the number. A goods return note will be issued with the number for you to fill out and return with the goods. If you send goods back without this number then goods will not be accepted back.

The following conditions will apply to all returned goods except for faulty items or goods supplied in error by Gemtex.

1. You must notify the office within 14 days of receipt of goods if you wish to return an item.
 - 1.1. If we do not receive notification within 14 days, goods may not be considered for return.
 - 1.2. Once we issue you with GRN no. and note, the goods would need to be returned within 7 days.
2. You must arrange return of goods to Gemtex at your cost.
 - 2.1. If you wish for Gemtex to arrange collection then if agreed to, the cost of this service will be deducted from any credit issued.
3. Goods returned must be returned unopened and in resaleable condition and will be subject to a standard 25% restocking charge which will be applied to any credit note issued.
 - 3.1. Goods that are not returned in a good condition maybe rejected for credit or a higher restocking fee applied to account for condition of the goods returned.
 - 3.2. Some special order items may incur a higher restocking charge.
 - 3.3. Returns for any Electrical components, including programmed control boards and Printed Circuit Boards (PCB's), supplied by Gemtex will not be considered if the item has been removed from its sealed packaging. Once the seal has been broken on the packaging in which it is supplied then the item is considered used and cannot then be returned.

Once goods are received, they will be inspected and any credit note due will be issued.

For goods supplied in error by Gemtex a credit note will be issued immediately. If a replacement is requested this will be sent immediately (subject to availability) on receipt of incorrect item returned.

For faulty goods returned we will inspect the item returned and if the item has failed under warranty conditions a replacement will be issued. If a replacement is required urgently then this should be purchased separately. Once the faulty item is confirmed as covered under warranty a full credit will be issued for the replacement item purchased.

If the item returned is found to have failed due to conditions outside the warranty conditions a report will be raised and issued to the customer. The goods will then be available to the customer to collect for 7 days after which they will be disposed of. No credit note will be issued.

All returns are to be sent to:

Gemtex Heating Solutions Limited
Unit 3 The Glenmore Centre
Fancy Raid
Poole
BH12 4FB

Contact 01256 587800 or info@gemtex.co.uk for the returns form and number.

FORM1027c

