

Returns Policy

General

1. For any return requests, please advise of the exact quantities by completing a returns form (this can be found on the reverse of the dispatch note). Please return the form either by email: sales@specflue.com or by fax: 0845 13 07 555. Alternatively, returns can be arranged by phoning Specflue on 0800 90 20 220; a suitable collection date will be arranged after the returns request has been approved.
2. Surplus stock items may be returned for credit if they are in **the original packaging** and in a **re-saleable condition, without any concealed or cosmetic damage**.
3. Only goods purchased in the **last three months and over an invoice value of £50** can be returned. Proof of purchase will be required, such as a dispatch note or an invoice.
4. Any returned surplus items (excluding trade counter returns) will incur a **restocking charge of 20%** of the original invoiced price.
5. For any unauthorised returned stock items, the restocking charge will **increase to 30%**.
6. In order to prevent damage all returned goods must be suitably packaged. Our Specflue van drivers will assess if goods are packaged appropriately for collection.

Special, Non-Stock & Painted Goods

7. **Non-stock and specially made items** – These are **non-returnable**. You will be informed of this at point of sale.
8. **Painted items** – If goods have been specially painted by Specflue, these will be treated as non-stock items and are **non-returnable**. This excludes 150mm Black Eco ICID and 125mm & 150mm matt black iFlue, which are stock items.
9. **Centrotherm** – Due to the fragile, non UV stable nature, of the Centrotherm Polypropylene, the product must be returned to Specflue within 7 working days of purchase for a refund. Anything outside of this time frame is deemed non-returnable.

Collection Charges

10. If a collection was not possible on the pre-arranged date it is the customer's responsibility to arrange the transportation of the goods back to Specflue.
11. **Appliances** - Any returned Termatech or MCZ/RED appliances will incur a **20% restocking charge** in addition to a **£50 carriage charge per appliance**.
12. **Isokern** – All stocked Isokern items, including Leca insulation, will incur a **20% restocking charge**. Due to the fragile nature and weight of this product the goods will be collected by a pallet carrier. **A £50 charge per pallet will be incurred.**

Order Discrepancies & Damages Policy

1. For items dispatched on our own vans, Specflue will replace damaged goods (both concealed internal damage and cosmetic external damage) or those lost in transit, provided that we are notified within **72 hours of delivery**.
2. Where goods have been delivered in error; damaged in transit on our own vehicles; have a manufacturing fault or failed under warranty, Specflue will arrange collection at our expense. No further charges, such as re-handling, will be applied.
3. Goods dispatched by third party carriers are at the customer's risk. It is the customer's responsibility to check for damages both concealed (internal) and cosmetic (external) upon delivery. The drivers that our carriers use will wait for up to 15 minutes for goods to be inspected. Customers must ensure that they thoroughly check their order before the carrier driver leaves. If goods are damaged, please sign for the goods as 'damaged'. Deliveries signed for as 'unchecked' do not qualify as damaged. If a customer receives goods that are damaged via carrier, their account will not be credited if the delivery was signed for as 'good condition/clear/unchecked'.
4. **Damaged items received under the invoice value of £50** – Please email a photograph of the damaged item to Specflue. Once received and proof of purchase verified a replacement item will be dispatched **free of charge** at the earliest convenience.
5. **Damaged items received over the invoice value of £50** - Please email a photograph of the damaged item to Specflue. Once received and proof of purchase verified a replacement item will be dispatched free of charge at the earliest convenience. This is subject to the goods being signed for as 'damaged' and reported in the timeframe outlined in points 1 and 3 above. Collection of the goods will be arranged for a convenient date. No carriage charges will apply.
6. **Incorrect items received under the invoice value of £50** - A replacement item will be dispatched free of charge at the earliest convenience. No collection will be required for the incorrect item.
7. **Incorrect items received over the invoice value of £50** – A replacement item will be dispatched free of charge at the earliest convenience. Collection of the incorrect item/s will be arranged for an agreed date. No carriage charges will apply.

At Specflue we pride ourselves in ensuring that your orders leave our premises in the best packaging available, to prevent any damage during transit. We monitor the performance of our carriers and only use carriers with a proven track record.