

WaterGas Ltd Returns Policy (Ver 6.1 2021)

We hope that you never need to return anything to us, however should you need to, we aim to make it as simple as possible for you to exchange or refund your purchase with our 30 day money back guarantee. All you need to do is:

- Take your unwanted or faulty item(s) to our shop. If you are unable to return a particular item to our store, you can return it from any post office. Please see details on how to do this below.
- If your item is unwanted and not faulty, please make sure that it is unused and in a sealable condition complete with its original packaging, alongside any promotional items associated to the purchase.
- We ask that you please drain any fuel or oil from mechanical products before returning the item to store as the stores will otherwise be unable to accept them.
- Please remember to bring your receipt, invoice or order reference number to your local store to help speed things up.
- We will check the items to confirm they were purchased in the last 30 days.
- We can then offer an exchange, a system credit or issue a refund against the original method of payment.
- For safety reasons Watergas cannot accept the return of unwanted boilers where the product packaging has been opened.
- When you have purchased a boiler from us please ensure BEFORE YOU OPEN THE BOX that you have checked:
 - It is the correct boiler you ordered
 - It is the correct specification for your job
- For any problems or faults found during or after installation please contact the manufacturer's helpline for assistance
- If your product was delivered directly by the manufacturer, please contact the supplier directly for further details. Or if you wish to contact one of our suppliers please email or telephone WaterGas directly.

Please note: Some items are excluded from our returns policy or are not suitable to return to store. These exclusions can be found in our terms and conditions. Your statutory rights are not affected by this guidance.

What do I do if an item develops a fault after 30 days

If an item is faulty and you purchased it more than 30 days ago, it is our aim to get the problem put right as quickly as possible. We may offer a repair or replacement of the item or offer a price reduction or refund.

If the product is to be repaired, and the manufacturer has provided a helpline, repair service or warranty, please contact the manufacturer direct in the first instance. If you require assistance with locating the manufacturer or their contact details, please contact us.

If there is no such service or warranty with the product, in most instances we will either offer a repair or where this is not possible, we will replace the item with the same or an equivalent model.

My product is faulty but is still guaranteed by the manufacturer, what do I do?

You will need to contact the manufacturer directly in the first instance for assistance. The guarantee information should have been provided with the product at the point of purchase. However, if you require assistance with locating the manufacturer or their contact details, please contact us.

What should I do if I've already installed something which has developed a fault?

If the item is installed, please check first whether the manufacturer has provided a helpline, repair service or warranty. If you require assistance with locating the manufacturer, or your product was not supplied with such a warranty or service please visit our shop or contact us.

Which items are excluded from the 30day returns policy?

Certain items are marked on the website as being excluded from the 30-day return policy. This includes goods that are cut, mixed or made to your requirements, as well as used macerators, toilets and water pumps.

We cannot accept the return of unwanted boilers, boiler parts or boiler spares where the product box/package has been opened.

What happens if my items delivered or collected from the shop are damaged or incorrect?

If you have received your delivery and products are damaged or incorrect, please contact us as soon as possible with your order reference and full details of the products, so that our teams can resolve this for you.

For shop orders, where possible, always check the goods before leaving the premises, if you have collected your order from store and your items are damaged or incorrect, please return to the store with the items so that the team can resolve this for you.

I've not received my refund yet, how long does it take?

Refunds to card can take 3-5 working days, refunds to PayPal can take 5-10 working days. If you have not received your refund within the timeframe detailed, please contact us with your order and refund details.

I paid by PayPal on the website, how do I get a refund?

The quickest and easiest way is to take the product back to our shop, where the team will request the refund to be processed centrally. Alternatively, in store we can also arrange an exchange, replacement product or a system credit instead.