

Returns Policy

Faulty Items

In the unlikely event an item is faulty, please contact us within 7 days before returning it.

Where possible, we advise items are tested and inspected before fitting.

Stock Items

Customers wishing to return stocked items may do so as long as –

- The goods are unused and in original packing with all instructions present.
- The packaging is undamaged. Goods must be in a saleable condition
- Goods are to be returned at the customer's expense.
- Customer to notify us within two weeks of wish to return, then has a further two weeks to return the items to ourselves.

Non-Standard and Bespoke Items.

Non-standard items are items that have been specifically ordered in to meet the needs of the customer. These are lines that we wouldn't normally stock. Bespoke items such as cuts of cable, or LED tape are stock items that have been tailored to your requirements.

We will not accept the return of bespoke items.

Generally, we don't accept the return of non – standard items. This is unless the manufacturer will accept the 'good stock' back at the cost of an additional handling charge. This cost, as well as necessary carriage to return the items to the manufacturer will be passed on to the customer.

The goods must be –

- Unused and in original packing with all instructions present.
- The packaging is undamaged. Goods must be in a saleable condition
- Returned to us at the customer's expense

Handling charges are dependent of the good itself as well as the returns policy of the manufacturer. Handling charges are always to be kept to a minimum.