

Cancellation right

Withdrawal

Returns / Cancellation

Unwanted items Under 30 Days:

To cancel your order and return items please contact our Customer Service Team by email at service@tectronics.com. Please ensure goods are returned unused and in a saleable condition with their original packaging and includes any accessories or items provided free of charge or part of a deal / offer.

Faulty Items under 30 Days:

To receive a refund for faulty items under 30 days, please contact our Customer Service Team service@tectronics.com

Faulty Items over 30 Days:

Please check if the manufacturer offers a helpline, repair or warranty service or a collect and repair service. If there is no warranty or repair service, please contact our Customer Services Team service@tectronics.com. We will either offer a repair or where this is not possible will replace the item with the same or an equivalent model.

General:

Please return items with all components and any promotional extras. Remember to drain any fuel or oil from products before returning them. Certain items are excluded from the 30-day unwanted return (including goods that are made to measure, cut or mixed to your requirements, and used macerators, toilets or water pumps). You cannot return unwanted boilers where the product box/packaging has been opened. For items over 1m in length or 2kg in weight, please contact our Customer Services Team for further advice. Full details of our returns policy can be found at www.tectronics.com/returns

Thank you for shopping at tectronics.com

Price of electrical items includes a contribution to recycling costs.

Need help? Email service@tectronics.com where our helpful team will be happy to help you. You are able to access your invoice at any time at www.tectronics.com under the heading My Account, which can either be downloaded or printed. In My Account you will also find details relating to this order and any other orders you have made.

To return an item:

Send it back FREEPOST from your local post office - please email our Customer Service Team on returns@tectronics.com for a Returns Form and FreePost Label.

Post office return is not available for items over 1m in length and 2kg in weight. For these items please call our customer service team for further advice.

By law we have to provide you with this CANCELLATION FORM. However, you do not have to use it and you may find one of the above methods of cancellation / return more convenient for you.