





# ANGLIAN PUMPING SERVICES LTD

APS House, The Drift, Nacton Road, Ipswich, IP3 9QR

Email. [info@anglianpumping.com](mailto:info@anglianpumping.com)

[www.anglianpumping.com](http://www.anglianpumping.com)

## RETURNS POLICY

Please complete the returns / cancellation form and send it to [returns@anglianpumping.com](mailto:returns@anglianpumping.com)

### **ALL RETURNS ARE DEALT WITH BY EMAIL ONLY**

Please note returns will not be processed without a completed returns form.

#### **Right to cancel or refund**

Customers have a period of 14 days from the day they receive the goods to notify Anglian Pumping Services Ltd that they wish to cancel or return an item. Once we have been notified, customers have a further 14 days to send the goods back at their own cost. Items should be returned unused in their original packaging complete with all accessories and documentation. Once the goods are received at Anglian Pumping Services Ltd, a refund will be issued to your original payment method\*

Anglian Pumping Services Ltd must refund the customer within 14 days of it receiving the goods.

#### **Items Damaged in Transit**

Please report damaged goods immediately **emailing [returns@anglianpumping.com](mailto:returns@anglianpumping.com)**. If goods are visibly damaged on receipt, simply refuse the delivery. We will arrange to uplift the goods. Once received back into our warehouse, we'll issue a replacement and reimburse your reasonable return carriage costs.

#### **Damaged or Faulty Goods**

If the goods are damaged or faulty please contact our Customer Service Team on [returns@anglianpumping.com](mailto:returns@anglianpumping.com) who will process the claim for you and supply you with a replacement where possible.

All items returned due to a fault are tested. Some manufactures will require the pump to be sent directly to them to determine if the fault was caused by a manufacturing defect or incorrect installation. If the item's fault was caused by an installation fault a refund will not be offered. If the fault was a manufacturing fault, a full refund or replacement will be provided. A full pump report will be provided upon request. Where a returned item is found not to be faulty, you will be liable for the return carriage and testing costs.

#### **Items Faulty in Warranty Period**

If any of your purchases develop a fault, then provided your item is within its warranty period, you are entitled to a warranty repair / replacement. All warranty claims are referred directly to the manufacturer. Items should be returned in their original packaging complete with all accessories and documentation. Name plates including serial numbers should be intact. Once your warranty claim has been approved we'll issue a full report and a warranty repair / replacement and reimburse your reasonable return carriage costs. If your warranty claim is refused you will be liable for the return carriage as well as inspection fees for the manufacturer's engineers time.

For full terms and conditions please go to: [www.anglianpumping.com/terms-and-conditions](http://www.anglianpumping.com/terms-and-conditions)

\*less a re-stocking charge for the goods where applicable.

## **ANGLIAN PUMPING SERVICES LTD**

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