

Returns policy

1. Introduction

- 1.1 We understand that from time to time you may ask to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 This policy shall apply to all of our customers in the UK. Customers outside the UK may be able to return goods by special agreement.

2. Returns

- 2.1 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:
 - (a) We have agreed with you that we will accept return of the product and that it is returned within the time frame agreed.
 - (b) the returned product is unused, and otherwise in a condition enabling us to sell the product again, unless the product is being returned under warranty.
 - (c) you comply with the procedure set out in this policy in relation to the return of the product; and
 - (d) none of the exclusions set out in this policy apply. See 4.

3. Returns procedure

- 3.1 In order to take advantage of the provision in this policy, you must contact us to obtain a return authorisation number, and then send the product to us with a covering note quoting that number.
- 3.2 Products returned under this policy must be sent to Industrial Engines, Wilton Road Industrial Estate, Humberston, Grimsby, DN36 4AW, UK.
- 3.3 You will be responsible for paying the carriage costs associated with returns under this policy, unless we have agreed otherwise.
- 3.4 We may agree with you to arrange collection from you of the goods to be returned.

4. Exclusions

- 4.1 The following kinds of products may not be returned under this policy, unless by agreement due to warranty problems.
 - (a) any product made to your specification;
 - (b) any product brought in specially for your order;
 - (c) any product personalised or adapted for you;

5. Refunds

- 5.1 The amount we give you as a refund will be agreed at the time of the request to return the product, and it must be properly returned by you in accordance with this policy.
- 5.2 We will not refund to you the original delivery charges relating to the returned product, unless we have agreed otherwise.
- 5.3 If the product is returned as faulty and you have requested a repair, replacement or refund, we will examine the returned product and will notify you of our assessment by phone or by email within a reasonable period of time. We will then agree with you the best course of action whether it be repair, replacement or a refund in full or part.
- 5.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

6. Improper returns

- 6.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:
 - (a) we will not refund the purchase price or exchange the product;
 - (b) we may retain the returned product until you pay us such additional amount as we may charge for re-delivery of the returned product; and
 - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

7. Our details

- 7.1 This website is owned and operated by Industrial Engines.
- 7.2 Our principal place of business is at Wilton Road Industrial Estate, Humberston, Grimsby, DN36 4AW, UK
- 7.3 You can contact us by writing to the business address given above, by using our website contact form, by email to sales@industrialenginesuk.com or by telephone on 01472 210888