

Delivery & Returns

Delivery and handling charges are based on your total order amount, calculated after applicable discounts. Rates are calculated as follows:

Subtotal Amount	Delivery Charge
£75 and over	FREE via standard delivery (2-4 days) £1.00 / Item (1-2 days)
Under £75	£7.50 via standard delivery

Note:

We deliver to any destination within the England, Wales and Scottish Lowlands.

We can offer Delivery to Northern Ireland and Scottish High lands on request with additional charge.

We do not offer delivery outside the UK. As soon as your item is dispatched, you'll be provided with a tracking number via email. You will also get the email confirmation about your order.

Product Damage:

Any Damage must be reported within 2days with photo graphic evidences. We need the photo of the outer packing damage and product damage send to Sales@kitchenheaters.o.uk.

RETURNS & EXCHANGES

If for any reason you are not content with your items, we will gladly accept returns and exchanges.

Items returned for a full refund

You have **14 days** from the date of receipt to return the item. We will reimburse you using the same method of payment you used for your purchase. Please allow up to 5 working days for your refund to reflect on your statement.

Note: Customer will be responsible for return postal charge.

PRODUCT RETURNS GUIDELINES

Items must be in new, unused condition in their original packaging.

HOW TO RETURN/EXCHANGE YOUR ITEM

Email us sales@thermix.co.uk or call our on 01206618080 / 07453443139 with your Order ID and tell us if you'd like to make an exchange or return for a credit/full refund.