

Returns & Refunds Policy

This policy explains your rights when you buy radiators, heating products and accessories from Hamilton Energi, and how our returns process works. It applies in addition to, and does not affect, your statutory rights under UK consumer law, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

1. Your Consumer Rights

Under the Consumer Rights Act 2015, any product you buy from Hamilton Energi must be:

- Of satisfactory quality
- Fit for purpose
- As described

If a product does not meet these standards, you may be entitled to a repair, replacement, price reduction or refund, depending on how long you have owned the item:

Within 30 days of delivery

You have the short-term right to reject a faulty item and receive a full refund.

30 days to 6 months

We are entitled to one attempt at a repair or replacement. If this is not successful, you can ask for a full or partial refund.

After 6 months

You may still be entitled to a repair, replacement or refund, but you may need to show that the fault was present at the time of delivery.

These rights apply regardless of any additional guarantee offered by the manufacturer or Hamilton Energi, and nothing in this policy limits or replaces them.

2. Right to Cancel (Online & Distance Sales)

If you buy from our website, by phone, or by mail order, the Consumer Contracts Regulations 2013 give you a legal 'cooling-off' period.

You can cancel your order for any reason within 14 days of receiving your goods, without needing to give a reason.

You then have a further 14 days from telling us you wish to cancel to return the goods to us.

Once we receive the goods (or evidence you have sent them), we will refund you within 14 days.

This cancellation right does not apply to goods made or personalised to your specification, such as bespoke or made-to-measure radiators — see Section 5.

3. Our Returns Policy (Change of Mind)

In addition to your statutory rights, Hamilton Energi offers a goodwill returns window for standard, non-faulty products:

- Returns accepted within 30 days of delivery for a full refund or exchange.
- Items must be unused, uninstalled and in original packaging, complete with all fixings, brackets and instructions.
- Proof of purchase (order number or receipt) is required.
- Return delivery costs for change-of-mind returns are payable by the customer, unless the item is faulty or was delivered in error.

This is a discretionary policy and does not affect your statutory rights described in Sections 1 and 2.

4. Faulty, Damaged or Incorrect Items

If your radiator or heating product arrives faulty, damaged in transit, or is not what you ordered, please contact us as soon as possible with photographs and your order number. We will arrange, at no cost to you, one of the following:

- Collection and full refund
- Free repair
- Free replacement

Please do not attempt to install a radiator you believe to be faulty or damaged, as this may affect your right to a refund or free repair.

5. Items That Cannot Be Returned

For hygiene, safety or practical reasons, the following are excluded from change-of-mind returns (though your rights for faulty goods under Section 1 always apply):

- Radiators that have been installed, plumbed in, or show signs of use
- Bespoke, made-to-order or made-to-measure radiators and towel rails
- Products cut, modified or altered to a customer's specification
- Clearance or 'as seen' items, where stated at the time of sale

6. How to Return an Item

- Contact our Customer Care team with your order number and reason for return.
- We will confirm whether the item is eligible and provide a returns reference and instructions.
- Pack the item securely in its original packaging, including all accessories and paperwork.
- Send the item back to us or hand it to our courier once collection is arranged.

7. Refunds

Once we receive and inspect your returned item, we will notify you of the outcome and process any refund due. Refunds are made to your original payment method and typically appear within 5–10 working days, and always within 14 days of the return being accepted.

Where a product was reduced in a discount or bundle, any refund will reflect the price actually paid.

8. Contact Us

If you have any questions about a return, or believe a product is faulty, please get in touch:

Email: returns@hamiltonenergi.co.uk

Phone: 07974 449427 (Mon–Fri, 9am–5pm)

Post: Hamilton Energi Returns, M&J, Davey Road, Corby, NN17 5XX

This policy does not affect your statutory rights.