

Please read our Refunds Policy carefully, thank you.

1.Right to cancel: If you are based in the EU under the Consumer Contracts Regulations you have the right to cancel your order with us within 14 days without giving any reason. The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods. To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement by letter, fax or email to the following:

Email: [returns@abgo.co.uk](mailto:returns@abgo.co.uk) Post : UK Electric Ltd t/a GAS Appliance Spares, Unit 1, Sidings Close, Bentley Bridge Business Park, Wolverhampton, WV11 3DR

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

2. On receipt of your notice of order cancellation you will be given a returns authorisation number, please write this in the Returns Authorisation No box overleaf along with the other required fields and include it with your return so that we can process your refund promptly. There may be a delay in processing a return if it is returned without a returns authorisation number

3. Effects of cancellation: If you cancel your order, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). \*Please see points 7 & 8 for more information on the reimbursement of delivery charges

4.We are unable to accept the return of any item that has been fitted, except if it is thought to be faulty. We may make a deduction from the reimbursement or not issue a reimbursement at all for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you or the part has been fitted.

5.If you return an item to us that you think is faulty we will return the item to the manufacturer for testing. If tests show that there is a fault we will issue a full refund. If no fault is found we will not issue a refund and we will contact you to arrange to return the item to you if you wish. Returned faulty parts must be accompanied with a report from the customer / engineer stating the nature of the fault. Due to the function of thermal links and thermal fuses and cut outs, these parts are not guaranteed.

6.We will make the reimbursement without undue delay, and not later than:

- a) 14 days after the day we receive back from you any goods supplied, or
- b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or

c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction and you will not incur any fees as a result of the reimbursement. Please note that card refunds may take up to 10 days for your bank to complete, depending on their processing time. We have no influence on this.

7. Under the Consumer Contracts Regulations the cost of returning the item to us is at your own expense. We recommend that you insure the return shipment as it is your responsibility to take reasonable care of the goods and you will be liable for damage to them until we receive them in our warehouse. We also recommend that you use a secure, trackable means to return your order to us at: UK Electric Ltd t/a ABGO, Unit 1, Sidings Close, Bentley Bridge Business Park, Wolverhampton, WV11 3DR and that you retain proof of sending, in case of dispute. On receipt of your returned items a full refund, including the initial cost of shipping will be issued.

8. As an alternative to your rights under the Consumer Contracts Regulations if you wish us to arrange collection of your cancelled item please inform our returns dept at the same time that you inform them of your wish to cancel your order and they will arrange collection. If we arrange collection of the goods, your refund will only be for the value of the returned goods, not for the original carriage charge. If your original order did not include carriage we will deduct our minimum carrier (not Royal Mail) carriage charge from your refund to cover the cost of collecting the goods.

9. We will arrange collection of incorrectly dispatched items and in these instances you will receive a full refund including the original carriage charge. Any replacement items will then be treated as completely new orders.