

Returns & Refunds Policy

Non-Faulty Goods

You have 30 days to advise us if you wish to return your items, from the delivery or collection.

Products must be complete and in their original packaging along with any instruction leaflets, unused and in resalable condition.

Products must be returned, at the Buyer's cost, within fourteen days of telling us you wish to return them. Products must be packaged to avoid damage in transit, be contained within outer packaging and must not have carrier labels applied to the products or product packaging.

Arrangements will be made to credit or issue a refund.

Products that have been supplied as 'specials' may not be returned or refunded.

Your refund will be processed within 14 days of us receiving the goods back.

We reserve the right to charge a handling charge.

Faulty Goods

Details of products that are faulty (other than goods which are physically damaged) should be notified in writing, as soon as possible after the fault is discovered, and must be within the applicable warranty period set out by the manufacturer.

Additional information may be requested, as several manufacturers now require end users to contact them directly in order to resolve faults. Therefore, please do not remove the item without contacting Dean Electrical Wholesale Ltd first, we will then clarify the returns policy of the manufacturer in question and advise.

The product must not be returned unless authorisation has been given by our Returns Department.

Products returned faulty, within the warranty period, may be tested before any credit or refund is issued.

Damaged, Short or Non-Delivered Goods

Any claim for damaged or short delivered items must be made in writing within 2 working days of delivery. Photographs of damage may be requested.

Failure to do so may invalidate any subsequent claim.

Returns Procedure

Goods are not to be returned until authorisation has been given by our Returns Department.

Once authorisation has been given, you can send the goods back by post, carrier or in person to:

Dean Electrical Wholesale Ltd

Laymore Road, Forest Vale Industrial Estate, Cinderford, Gloucestershire GL14 2YH

Items remain your responsibility until we receive them, therefore, for your own protection we recommend you send the parcel using a delivery service that insures you for the value of the goods and requires a signature for proof of delivery (e.g. Royal Mail Recorded/Special Delivery).

Once the goods have been received by us you will be advised whether the products will be credited or refunded.

We reserve the right to charge a handling charge.