

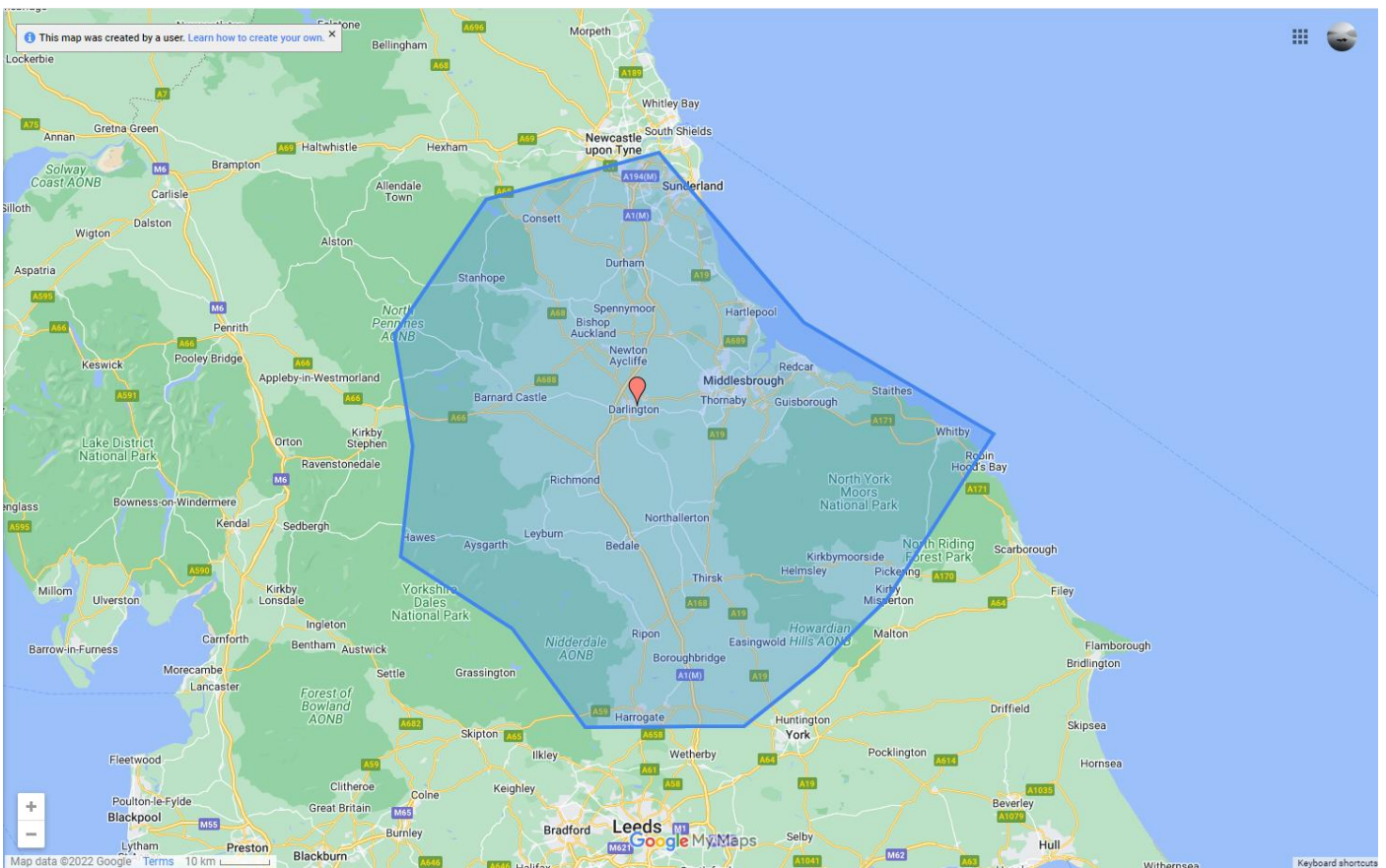
Delivery & returns

Homecare local delivery service.

Our local delivery area is illustrated on the map below. Homecare Heating Supplies is based and operates from its headquarters in Valley Street, Darlington and classes it's local area as approximately 50 miles radius of our postcode DL1 1PY. Local deliveries are made on our own vehicles and by the Homecare team.

Most of our deliveries are for heavy or bulky items so we operate a two man delivery team. We will always attempt to offer the most convenient delivery time for our customers but would respectfully request that our customers understand this might not always be possible.

We will arrange in advance with you a mutually convenient day for the delivery to be undertaken. We are unable to guarantee a specific time but will confirm either a morning or afternoon on the chosen day.



Local Delivery and charges by Homecare team:

Our delivery charges are based on distance from our store. Please find below a breakdown of charges per area. *(Should you live slightly out of the defined area please get contact us to see if we can help)*

Area 1 - £14.95 - Within Darlington

Area 2 - £25.95 - Barnard Castle, Billingham, Bishop Auckland, Catterick, Crook, Middlesbrough, Newton Aycliffe, Northallerton, Richmond, Sedgfield, Shildon, Spennymoor, Staindrop, Stockton, Willington

Area 3 - £29.95 - Bedale, Bowes, Chester Le Street, Durham City, Guisborough, Hartlepool, Houghton Le Spring, Leyburn, Middleham, Middleton in Teesdale, Redcar, Stanhope, Stokesley, Thirsk, Tow Law, Wolsingham

Area 4 - £39.95 - Gateshead, Harrogate, Knaresborough, Masham, Newcastle, Peterlee, Ripon, Seaham, Sunderland, York

Ex-showroom Display Products may not be perfect

The products listed on this website are ex-showroom display clearance products and as such may have slight marks, scratches or imperfections on them. **These products have been substantially discounted from the original price to take account of the fact that they are ex-showroom displays and thus will not be perfect. New product cannot be offered at these substantially discounted prices.** *(If you would like the look of any products but would like a new unit please contact our store for a competitive price.)*

We recommend that all ex display clearance products are viewed in our showroom prior to purchase or you can contact a member of our team to clarify if there are any major issues with the products quality prior to purchasing.

Additional photographs can be supplied to assist our customers if there are any substantial issues found with a product. Unless otherwise stated the manufacturers statutory 1 years guarantee is applicable to most product unless otherwise stipulated in the product description.

Due to the fact the product has been in our showroom it may not have the original packaging when delivered. We will endeavour to repack the product safe and securely so it gets to your property in the same quality it is in our showroom.

The delivery of goods is onto your property not into your property.

The duty of our drivers is to deliver to the entrance of your premises the products you have purchased. However, for practical reasons product is generally delivered onto a customer's premises and can be left in a suitable secure area, i.e. garage or similar. Where possible our drivers will attempt to oblige delivery requests, however please understand that we also try to maintain a high level of safety for our employees and do not want to damage product or property. PLEASE NOTE for health and safety reasons it is not our driver's duty to carry products to an installation area.

Please inform us in advance if there will be any difficulties for our delivery team when they visit your property such as uneven driveways, steps or stairs to your property, loose stone chippings, narrow doorways etc.

At the driver's discretion, and if authorised by you, the customer, the driver will carry the products to the required area on the strict understanding that Homecare Heating Supplies will not be held responsible for any accidental damage to your product or property. Homecare Supplies has a duty of care to it's employees and as such Homecare reserves the right to refuse a delivery which poses a potential health and safety risk to it's employees or a potential risk of damage to the product and also reserves the right to charge a further fee if a second delivery is attempted.

Inspection of goods for damage or defect

It is essential that when your products are delivered by our own delivery team that the product is inspected for visible damage other than previously indicated as an ex-showroom display product. You must do this prior to installation and in any event within three days hereof and to notify Homecare Heating Supplies of any complaint with regards to visible damage or defect within such period. Where possible please keep all packaging. Homecare Heating Supplies shall not be held responsible for visible defects or damage after this period. Under no circumstances must product with visible defects or damage be installed. Latent manufacturing defects are covered by your normal guarantees.

Checking for missing product

When your goods are delivered you must check that the quantity of packages correspond to the number on the delivery note and any missing items must be clearly indicated on the delivery note. In the unlikely event that you experience missing products you must notify us in writing within three days. Homecare Supplies cannot accept any liability for missing goods after three days.

Installers / Tradesmen

Please do not arrange for your tradesmen to carry out the installation of your product until after you have received your complete order and after you have had sufficient time to check it thoroughly for any visible faults or damage. Homecare Supplies cannot accept liability for any losses, costs, or expenses from 3rd parties caused by any delay in completing your order.

This does not affect your statutory rights.

Returns:

General conditions

All returned goods / products must be transported, stored, handled & used in accordance with the manufacturers guidelines.

Upon receipt of your order you must check it carefully. Any damaged, wrong, or short delivered items must be reported to Homecare Heating Supplies within 3 days of receipt of the delivery via email to: sales@homecaresupplies.co.uk or on 01325 352224.

In any correspondence, you must quote your invoice / delivery note number. Please retain all packaging in case you should need to return your order, you must send a copy of original invoice /delivery note, with any goods which may be returned. Homecare Heating Supplies reserves the right to charge a 25% handling charge on goods returned, goods returned and not in complete re-saleable condition a refund will be negotiable based on condition.

Faulty goods

Any faulty goods must be reported within 3 days of receipt of your order.

Products not used in accordance with the manufacturers specification or intended use will not be replaced & or warranties will be void.

We will request photographic evidence in conjunction to any claims.

On safe return to Homecare Heating Supplies goods will be refunded, but we reserve the right not to refund any carriage or packaging costs, special order products will be discussed on an individual basis.

Refunds

We will refund items, only if returned in original condition, original packaging, un-used and un-installed within 14 days of receipt of your delivery.

Non faulty goods must be returned at the customers own expense.

Returned items should be correctly packaged & insured against loss or damage in transit.

Return items to: Homecare Heating Supplies, Valley Street, Darlington, DL1 1PY

All items must have copy invoice / delivery note, & a covering letter of explanation as to why a refund is required.

Homecare Heating Supplies accepts no responsibility for items lost or damaged in return transit back to our address, if returned by customers own transport. Goods returned by customers own transport method

remain the responsibility of the customer until signed for by a member of Homecare Heating Supplies staff to say they are in good condition.

Cancellation of orders

If you wish to cancel an order you must contact our office immediately via email at sales@homecaresupplies.co.uk or Telephone on 01325 352224.

Homecare Heating Supplies, Reserves the right to amend policies, Terms & conditions, & prices with little or no consultation.

Homecare Heating Supplies reserves the right to charge carriage on returned items unless returned by the customer, goods returned via the customer using their own transport system will remain the responsibility of the customer until they are signed for by Homecare Heating Supplies. Refunds will only be issued when goods are received back in a re-saleable.

Homecare Heating Supplies can and are happy to arrange collection of goods for return, there will be a charge for this service which will be deducted from any refund.

Claims that will not be accepted

For damages or losses resulting from improper installation.

For any damages or loss due to faulty or careless handling.

For any labour charges incurred where the user or a contractor has commenced work without all materials to hand. Please allow adequate time for transport & delivery. No delivery times can be guaranteed and all products are subject to availability.

Homecare Heating Supplies accept no liability for goods delivered late. It is the sole responsibility of the customer to place orders in time for commencement of works being carried out, it is the responsibility of the customer to check stock and delivery times with Homecare Heating Supplies if this is critical to a project.

Images

Images of products are for reference only, images shown on the website are representations of the product relating to that page.