

Refund & Return Policy (Online Purchases Only)

1. Statutory Cancellation Right (Change of Mind) — Consumer Customers

As a consumer, you have the legal right to cancel your online order within 14 days without giving any reason.

- **The Cancellation Window:** This period expires 14 days from the day you, or a third party indicated by you, receive physical possession of the goods.
- **How to Notify Us:** To exercise your right to cancel, you must inform us of your decision by a clear statement. You can email us at sales@basildonacr.co.uk or call us on 01268 281752.

2. Condition of Returned Items & Deductions

- **Return Condition:** Goods must be returned unopened and in their original packaging, exactly as received.
- **Loss of Value:** As air conditioning units are sealed, factory-calibrated systems, opening the packaging is considered use of the product. Where the packaging has been opened or the unit has been installed, used, or connected, the goods are treated as non-resalable, and a deduction of up to 100% of the purchase price will be applied to reflect this loss of value.

3. Return Shipping & Costs

- **Your Responsibility:** You are responsible for arranging and paying the costs of returning the goods to our distribution centre. Please contact us at sales@basildonacr.co.uk or 01268 281752 for the correct return address before sending anything back.
- **Safe Transit:** We strongly recommend using a tracked, insured shipping service. We cannot issue a refund for change-of-mind returns if goods are lost or damaged in transit back to us.

4. Trade & Business Customers (B2B)

Statutory consumer cooling-off periods and cancellation rights do not apply to business-to-business (trade) orders.

- **Discretionary Returns:** Returns from trade or business customers are accepted strictly at Basildon ACR's discretion.
- **Restocking Fee:** Approved business returns are subject to a 35% restocking fee to cover administrative and handling costs.
- **Condition:** Business returns must be completely unopened and in original, undamaged sealed packaging. Once opened, goods are not eligible for return.
- **Requesting a Return:** Trade customers must contact us at sales@basildonacr.co.uk or 01268 281752 to confirm eligibility before sending any goods back.

5. Damaged or Incorrect Goods

Please inspect your delivery before signing for it. If the packaging or goods appear visibly damaged on arrival, please do not accept the delivery — refuse it and notify us immediately at sales@basildonacr.co.uk or 01268 281752, and we will arrange a replacement or refund.

If the goods received do not match the model you ordered, please contact us as soon as possible at sales@basildonacr.co.uk or 01268 281752 with your order number and the model details, and we will arrange collection of the incorrect item and dispatch of the correct one at no additional cost to you.