

Basildon ACR — Terms & Conditions

F-Gas Requirement

All air conditioning systems, including this system, must be installed by an FGAS Register or REFCOM registered engineer (DEFRA).

We offer installation in most parts of the UK — please contact us for an installation price. Alternatively, you may hire an F-Gas certified installer to install this system. The installer must be registered on the F-Gas Register, and a copy of their F-Gas certificate is required before installation, along with evidence provided to us once installation is completed. This will meet the F-Gas and manufacturer's parts-only warranty requirements. Installation of air conditioning systems by someone other than an F-Gas installer is against F-Gas regulations and shall invalidate the manufacturer's warranty.

If you can't find a good installer, search REFCOM or the FGAS register for local F-Gas registered installers using your postcode. Don't hire an installer if they do not hold an ID card issued by REFCOM or the FGAS register. All latest air conditioning systems contain R32 refrigerant, which is mildly inflammable — please do not hire plumbers, electricians, or unqualified tradespeople to install these systems, as a leak in the system can cause a fatal accident.

Please note: installation of an air conditioning system by anyone other than a member of REFCOM or the FGAS Register is against the law. This is a requirement of Article 11(5) EC/517/2014 on fluorinated greenhouse gases and The Fluorinated Greenhouse Gases Regulations 2015.

Payment Terms for Supply and Installation

We typically request a 65% upfront payment, which allows us to:

- **Arrange next-day delivery** of systems and materials, if payment is received before 12:00 PM on any working day. Please note deliveries are made on weekdays only; weekend deliveries are not available.
- **Offer a balanced payment plan** — the 65% payment covers the cost of the system and materials. The remaining 35% is due only after installation is complete, so you don't need to pay the full amount until you're completely satisfied with our work.

Some customers prefer to pay 100% upfront — while this is not mandatory, we're happy to accommodate this if it suits you better.

For added security, if you prefer to pay by card, we also offer invoicing through PayPal — just let us know if you'd like this option.

Please note: part payments cannot be processed through our payment gateway and must be made via bank transfer.

Payments through American Express cards are not accepted.

If you have any questions or wish to proceed, please don't hesitate to contact us. We look forward to assisting you.

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.

Manufacturer's Parts-Only Warranty

The manufacturer's warranty covers parts only. Once an air conditioning system is unpacked and installed, only faulty parts will be supplied — the cost of parts replacement is not covered by this warranty. A reputable installer should provide you with a 1-year labour warranty; if an installer does not offer this, we'd recommend finding one who does.

Goods are guaranteed against defects in accordance with the terms of the manufacturer's warranty. Parts under manufacturer's warranty are guaranteed in the UK mainland only. The

warranty does not apply to any defect in the goods caused by the negligence or failure of the customer to use the goods for their normal intended purpose, or failure to adhere to manufacturer instructions. Basildon ACR may, in its reasonable discretion, invalidate warranties for any goods that have been or are suspected to have been altered, tampered with, serviced, repaired, or attended to without Basildon ACR's prior approval.

Please send us installation and commissioning reports, prepared and signed by your installer, along with a copy of their F-Gas certificate, immediately after installation is completed, in order to validate the manufacturer's warranty. Failure to do so shall invalidate your manufacturer's parts-only warranty.

Air conditioning systems require an annual service to keep the manufacturer's parts-only warranty valid — please send us a service report prepared by your service provider regularly, every year, for the period of the warranty.

By purchasing this item, you are accepting these terms and conditions of sale, and committing to conform with F-Gas regulations and to provide installation and commissioning reports prepared by an F-Gas or REFCOM registered installer to validate your manufacturer's warranty.