

# BritTherm™ Returns and Warranty Policy

## 1. Scope and Duration of Guarantee

All BritTherm™ products from our 2024 range come with a 6-year guarantee against manufacturing malfunctions, subject to the following terms and conditions. This guarantee applies on a diminishing terms basis.

## 2. Conditions of Guarantee Validity

- The guarantee is valid only if the product has been correctly installed as per BritTherm instruction manual and the system is adequately maintained as per BritTherm pump maintenance instructions.
- Registration of the guarantee is required within 30 days of purchase.
- The guarantee applies solely to pumps used with clean, thin, non-aggressive liquids, free from solid particles, fibres, or mineral oil.
- Any incorrect information provided during the registration process will invalidate the guarantee.

## 3. Proof of Purchase

Please retain your purchase invoice, as it is required for any guarantee claim.

## 4. Guarantee Registration

You can register the warranty via our website at [www.brittherm.co.uk/guarantees](http://www.brittherm.co.uk/guarantees) or directly on each pump page. Alternatively, send an email to [info@brittherm.co.uk](mailto:info@brittherm.co.uk) with the following information: name, installation address, date of purchase/installation, pump part number, supplier's name and invoice number.

## 5. Guarantee Claims Procedure

- Send claims to [warehouse@brittherm.co.uk](mailto:warehouse@brittherm.co.uk)
- Additional information, such as photos or videos, may be requested to facilitate the claim investigation.

## 6. Replacement Policy

If a valid guarantee claim is made, BritTherm™ will provide a replacement free of charge for any malfunction occurring within the first 6 years from the date of sale. No repairs are offered.

Please note: Replacement pumps issued under this guarantee are not covered by the original or any new warranty. The replacement is provided solely as a resolution for the initial claim and does not extend or renew the warranty period. This replacement is strictly a one-off provision. BritTherm™ will not provide a second replacement or any further remedy under this guarantee.

## 7. Exclusions and Limitations

- The guarantee does not cover malfunctions resulting from incorrect installation, inadequate maintenance, or the use of inappropriate liquids.
- It excludes damage caused by improper storage, application, movement, commissioning, use, or maintenance.

- Fair wear and tear or misuse of the product is not covered.
- Older range pumps are covered under the previous guarantee terms of 3 years.
- BritTherm™ warranty does not cover labour charges in pulling and reinstalling the pump.
- BritTherm™ reserves the right, at its absolute discretion, to amend, vary, or withdraw this guarantee policy at any time, without prejudice to any existing rights or provisions set forth herein, nor to any entitlements preserved under applicable law.

## 8. Changes to Terms and Conditions

BritTherm™ reserves the right to amend the terms and conditions of this guarantee policy at any time.

## 9. Returns Policy

We are committed to complying with statutory consumer rights under the **Consumer Rights Act 2015** and **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**. Please read the terms below:

### For Faulty Goods

You are entitled to a return and replacement under the following conditions:

- **30-Day Right to Reject:** If your item is faulty or damaged, you have the right to return it within 30 days for a full refund.
- **Replacement Only:** If a fault develops after 30 days but within six months, we will offer a replacement. No repairs will be offered.
- **Statutory Six-Month Rule:** Faults occurring within six months of purchase are assumed to have been present at the time of delivery unless proven otherwise.

### For Non-Faulty Goods (Purchased via Email or Phone Call)

If you change your mind about a purchase made via email or phone:

- You may cancel the purchase and return the goods within 14 days after receiving them, provided they are in unused, saleable condition.
- Returns of non-faulty goods are subject to the customer covering the cost of return shipping and insurance.

### Return Procedure

- Goods must be returned unused, uninstalled, undamaged, in a fully saleable condition, and packaged appropriately in BritTherm packaging with no postage labels attached to the BritTherm product packaging.
- Returns must include the product and all accessories; otherwise, we will be unable to process the return or replacement.
- Notify us of your return within 14 days of delivery if purchased via phone or email.
- We may issue a replacement within 14 days of receiving the returned goods.
- **Products are to be returned to BritTherm Limited at the customer's cost and risk. BritTherm Limited accepts no responsibility for any loss or damage during return transit.**

The package should be adequately packed and dispatched, freight prepaid, and clearly labelled with the RMA label and returns address:

*Unit 14 Silverbox House  
56 Magnet Road  
East Lane Business Park  
Wembley, London, HA9 7FP*

Deliveries must be made between 9am and 6pm, Monday to Friday.

### **Damaged Goods**

If your goods are damaged upon receipt:

- Notify us within 3 days of delivery.
- Retain the packaging for inspection and return the goods to us in the condition received.

### **Product Identification**

- Identification of the correct part required is the sole responsibility of the customer. Although every effort is made to ensure the accuracy of the information on this website, BritTherm Limited takes no responsibility for any errors.

### **Installation Requirements**

- All products fitted to any gas appliance within the United Kingdom must be installed by a competent person who is a member of an organisation that monitors gas safety, such as a Gas Safe registered engineer.

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## **10. Contact Information**

For any inquiries, returns, or warranty claims, contact us at:

- Email: [warehouse@brittherm.co.uk](mailto:warehouse@brittherm.co.uk)
- Phone: 0208 9044 832
- Website: [www.brittherm.co.uk](http://www.brittherm.co.uk)

By purchasing and using BritTherm™ products, you agree to the terms and conditions outlined in this policy.