

Returns

We hope that you are happy with your products but there may be times when you need to return your purchases and we want to make that as easy as possible. Please do not return anything or issue a debit note before contacting our Customer Service team.

If we are not contacted, we will not be held responsible for any return postage charges you may have incurred that may not have been necessary.

Ensure the return is packaged for transit. Failure to comply with the above will result in a delay in processing the return. Please see clause 5.5 in our terms and conditions.

<https://whitecliffe.co/legal-hub/terms-and-conditions>

Products bought from Whitecliffe Electrical Distribution Ltd are labelled “sold and shipped by Whitecliffe Electrical Distribution Ltd” on your order confirmation. If you need to return a product that was sold and shipped by Whitecliffe Electrical Distribution Ltd you’ll need your order confirmation and your order number, and we can exchange the product or issue a credit note. You can contact 0161 723 1451 or email us at returns@wced.co.uk to discuss your options.

Conditions for Returns

Products may be returned under the following conditions.

- Product failure / manufacturing defect
 - All products come with a manufacturer’s warranty of 2 years.
- Change of mind or surplus to order (within 14 days of receipt of goods)
Please see clause 5.2 in our terms and conditions.
- Incorrect product shipped.

Note that all returns must be with your order confirmation or order number, if Whitecliffe Electrical Distribution Ltd receive goods without this information this will delay or may invalidate the return itself.

Unwanted Items

If you change your mind regarding your order, call or email our Returns Team within 14 days of receipt and arrange return of the items for credit or exchange. All goods must be returned unused and in the original packaging. The cost of returning the goods will be borne by you. Whilst the goods are in transit responsibility will be with you until they reach our office. Loss or damage of the goods whilst in transit shall be borne by you. Once we have received the good in an unused condition following the above guidelines they will be tested and inspected (See terms and conditions clause 5.4) we will issue a credit note for the value of the goods. When sending goods back to us please ensure they are packaged safely and securely and you keep a proof of purchase and where possible a tracking number.

Note all returns are subject to a 20% restock fee of the original cost of the goods sold to you, We may be able to negate the 20% restock fee for a 3 – 1 order placed, please enquire for this with our returns department, also note that any offers will be considered at our sole discretion.

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Products bought from Whitecliffe Electrical Distribution Ltd verified sellers:

Products bought from Whitecliffe Electrical Distribution Ltd verified sellers are labelled on your order confirmation email. To arrange a convenient return of a product that is sold by a Whitecliffe Electrical Distribution Ltd verified seller, contact the reseller for arrangements.

If your product is eligible to be returned to Whitecliffe Electrical Distribution Ltd, The reseller will arrange the return of the product to Whitecliffe Electrical Distribution Ltd. You'll need your order confirmation or order number. A credit note will be issued once the Whitecliffe Electrical Distribution Ltd verified seller has validated your return. All goods returned are subject to testing and inspection (See terms and conditions clause 5.4).

Faulty products

All damages on receipt of the parcel must be reported to the Returns Team by phone or email within 24-48 hours and you will have 30 days to exercise your rights. Please contact us if you have received a damaged or faulty goods. We will offer a replacement or a refund as long as this is reported within the 48 hours. We may need to wait for the damaged/faulty goods to be returned to us before we can offer a credit note or replacement. All goods returned are subject to testing and inspection (See terms and conditions clause 5.4).

If a product you purchase is faulty, you may be offered a repair, exchange or credit note as appropriate in accordance with your consumer rights.

If a product you purchased is not found to be faulty this will be returned to you at your cost with a complete test report.

For products bought from Whitecliffe Electrical Distribution Ltd you can contact us on 0161 723 1451. You will need your proof of purchase when returning a faulty product for the processing of any associated replacement product or credit note.

YOUR STATUTORY RIGHTS ARE NOT AFFECTED

For our full Terms and Conditions please visit our [Terms & Conditions page](#).

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