



BEC (Midlands) Ltd

Electro Plating Equipment • Rectifiers & Control Panels
 Electrical Motors • Motor Gear Units • Variable Speed Motors & Controls • Sales & Service
 Electrical Installations & Breakdowns

Email: sales@britishelectrical.co.uk • Web: www.britishelectrical.co.uk

Account enquiries email: accounts@britishelectrical.co.uk

Cancellations, Returns and Refunds Policy

What to do if you have a complaint:

1. **All complaints must be notified to us, in writing within seven days of receipt of goods.**
2. **Always quote any Job number or Reference number.**
3. **Give as much information as possible about your complaint, include any contact number or address so we may contact you.**
4. **Any goods ordered incorrectly will be subject to a re-stocking fee of 50%.**
5. **Goods ordered correctly and supplied correctly, which are to be returned for credit or exchange must be returned in the condition they were supplied and in the original packaging.**
6. **Any goods, which are ordered on a 'bespoke' or special nature, will be subject to a 50% non-refundable deposit.**
7. **Goods supplied by a third party through us will be returned to them, by us, to ascertain any fault with the goods. This can take over 6 working weeks.**
8. **All new goods carry a 1-year warranty from supply date.**
9. **Faulty goods returned for credit/exchange will be inspected by us or a third party before any refund or exchange is given. Written reports on any findings will be made available to the customer.**

Cancellations:

1. **Any cancellations for goods ordered, must be made either on the same day or the next available working day in order not to incur a charge.**

Refunds:

1. **If a refund is agreed, then a cheque or credit note will be issued by us to our customer.**
2. **If goods supplied by a third party through us qualify for a refund, then the refund will be issued by us on the authority of the third party only.**