Zip Water UK Returns Policy

Read inline with Standard T&Cs www.zipwater.co.uk/terms-and-conditions

Are you wanting to return an unwanted item?

We get it - sometimes something just doesn't work for you, and you want your money back. If an item is unused and still in its original condition and original packaging, we accept returns for free, subject to the rules below.

Return Period

You have a 14 day cancellation period from the day of delivery to request a refund and you have a further 14 days from the day you notify us that you wish to cancel to return the product(s).

The refund will be issued to your original payment method. To exercise the right to cancel, you must inform us by using the following contact details and prior to the end of the 14 day cancellation period:

Website: www.zipwater.co.uk/returns-form

Email: newsales@zipwater.co.uk

Phone: 03456 005 005

You may also use the model cancellation form available www.zipwater.co.uk/terms-and-conditions but it is not obligatory.

If you create a return for an item during the above timeframes but you can't return it to us for some reason within the time period due to extenuating circumstances, please get in touch as soon as possible - but any refund will be at our discretion.

After that?

We don't accept returns for unwanted items after the relevant returns period above. If you try to make a return, we may elect to send it back to your default delivery address and ask you to cover the delivery costs.

Exclusions from returns

Certain items can't be returned for refunds, including:

- Bespoke goods, including but not limited to; personalised branding, finishes or their accessories;
- Any goods that have been installed

Inspection

Zip will inspect all returns. All items must be returned unused and in the same condition as when they were received in order for us to issue a full refund. In addition to the original packaging, all labels should be attached.

Zip reserves the right to make a deduction from the amount of the refund for loss in value of the goods returned where the goods show signs of unreasonable damage or use; for these purposes, unreasonable use includes handling the goods beyond what is necessary to establish the nature, characteristics and functioning of the goods.

Responsibility and Cost of Return

The cost and responsibility of returning unwanted items are your responsibility, so make sure they're packed up properly and can't get damaged on the way.

You must return goods with all components and also any promotional items received (including free gifts) or discounted additional goods.

As the parcel remains your responsibility until it arrives back to us, please ensure that you get proof of postage in case you need to contact us about your return.

We're not responsible for any items that are returned to us by mistake. If we're able to locate them (it's not always possible) and you'd like these returned to you, we will ask you to cover the delivery cost.

Want to exchange an item?

We don't offer exchanges. All returned items will be refunded once they arrive at our warehouse. If you require a replacement, simply place a new order.

Did you pay an installation fee?

We are happy to refund the service charge for installation of any returned goods provided that installation has not yet occurred at the point you request a refund. As stated above, no refunds will be provided for any goods installed.

Returning a faulty or incorrect item?

Refer to section 5 of the Standard Terms and Conditions.

If the reason for return relates to quality of t he goods, a fault with the shipping by us, or any courier issues, then we will cover the costs associated with returning goods.

Nothing in this Returns Policy or the Standard Terms and Conditions affects your statutory rights if you are a consumer.

Refund – Commercial Sales

A 20% handling fee will be applied to all commercial sales, calculated on the value of the returned item only. Basic delivery costs (and excluding supplementary costs of any enhanced delivery you elected for (such as the overnight delivery fee) for commercial sales will be refunded subject to a small order surcharge as set out in condition 9.5 of the Standard Terms and Conditions which will not be refundable.

As stated above, you are responsible for the cost of returning any goods.

Refund – Consumer Sales

No handling fee will be applied to consumer sales.

We will refund you without undue delay and within 14 days of receiving the returned item after approval or, if earlier, within 14 days after the day you provide evidence that you have returned the goods.

For orders cancelled within the 14-day cancellation period, we will also refund the basic cost of delivery determined by the value of your order. You will still be liable for the supplementary costs of any enhanced delivery you elected for (such as the overnight delivery fee).

You can request for us to collect the goods, but we will charge a fee for the service; the amount of the fee will depend on the goods returned and location of collection and the price will be agreed case by case on request.

We may make a deduction from the reimbursement for loss in value of any goods supplied to you if the loss is as a result of unnecessary handling by you.

As stated above, you are responsible for the cost of returning any goods.