

SPECFLUE

...designed to be better

RETURNS & ORDER DISCREPANCIES POLICY

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This policy outlines the streamlined operational procedures for stock returns, order shortages, and transit damages. All return requests and claims are strictly governed by the consolidated **Specflue Terms and Conditions of Sale (May 2026 Edition)**. Placing a purchase order constitutes automatic acceptance of these terms.

1. SURPLUS STANDARD STOCK RETURNS

Standard surplus stock items may be returned for account credit subject to meeting the following criteria:

- **Authorization Process:** Request returns by thoroughly completing the Returns Form found on the reverse of the original dispatch note. Email the form to sales@specflue.com or contact customer service on **0333 999 7974**. **Please note: Fax notifications are contractually excluded from written notices and are no longer accepted.**
- **Product Condition:** Goods must be returned in their original, unmodified packaging, completely undamaged, and in an immediate, pristine re-saleable condition. Drivers are authorized to refuse collections if transit packaging is insufficient.
- **Time Limitations & Thresholds:** Eligibility is strictly capped at standard products purchased within the last **30 calendar days** with a minimum total invoice value of **£50**. Returns requested beyond the 30-day limit will be rejected without exception.

CUSTOMER CATEGORY / RETURN STATUS	TIMEFRAME (FROM DELIVERY)	CONTRACTUAL RESTOCKING FEE
General Customers	0 – 14 Calendar Days	0% (Fee Exempt)
General Customers	15 – 30 Calendar Days	20% of original invoice price
Merchants (Clause 5.8b)	0 – 30 Calendar Days	20% of original invoice price (Applies from Day 1)
Unauthorised Returns	Any Timeframe	30% of original invoice price

2. SPECIAL PRODUCT EXCLUSIONS & PENALTIES

- **Custom & Non-Stock Goods:** Specially manufactured items or non-stock lines tailored to customer specifications are entirely **non-returnable and non-refundable**.
- **Painted Products:** Specially painted goods are contractually treated as custom items and cannot be returned. **Exceptions:** Standard stocked 125mm/150mm Black ICID Plus and 125mm/150mm/200mm Matt Black Nova ranges remain fully returnable under standard conditions.

- **Centrotherm Polypropylene:** Due to extreme fragility and material shelf-life, these products must be physically returned within **7 working days** of purchase to qualify for credit.
- **Failed Collection Logistics:** If a scheduled Specflue collection fails due to client absence or inadequate packaging, the recovery agreement is voided. The customer must then arrange and fund the secure courier return to Specflue.
- **Stoves, Appliances & Isokern:** All Termatech, MCZ/RED appliances, and stocked Isokern items (including Leca insulation) are subject to a flat **30% restocking charge** regardless of delivery day, alongside a fixed transport fee of **£50 per appliance/pallet**.

3. ORDER DISCREPANCIES, SHORTAGES & TRANSIT DAMAGE

- **Strict 3-Day Notification:** All delivery shortages, order discrepancies, or transit damages must be reported to Specflue via email within **3 calendar days (72 hours)** of receipt. Total non-delivery must be logged within 3 days of the planned dispatch date. Late notifications completely void the claim.
- **Specflue Own Fleet Deliveries:** Missing or transit-damaged items reported within the 72-hour window will be replaced free of charge. Erroneous items will be picked up at Specflue's expense.
- **Third-Party Courier Shipments (Clause 4.10):** Goods travel at the customer's sole risk. It is your absolute responsibility to unwrap and inspect items before signing the driver's manifest (drivers are contractually required to wait up to 15 minutes).
The delivery receipt must be signed explicitly as "DAMAGED". Signing as "Unchecked", "Clear", or "Good Condition" completely invalidates the damage claim.

OPERATIONAL CLAIM PROCESSING RULES

Invoice Value Under £50: Email descriptive photographic evidence of the damage or incorrect item to sales@specflue.com alongside proof of purchase. A free replacement will be dispatched; physical return of the original item is waived.

Invoice Value Over £50: Email clear photographic evidence. Subject to valid verification and an explicit "DAMAGED" carrier signature, a replacement will be shipped free of charge, and Specflue will coordinate a structured collection at zero cost to the client.

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