

Delivery and Returns

Standard Delivery Terms

We aim to dispatch and deliver your products as fast as we possibly can. To keep cost down some products are dispatched on a 3 day service, but it is possible to upgrade to a next day service. Whatever happens we will try to get your products to you in the most cost effective and quick way that we can.

Be Energy Smart Delivery Charges in Mainland UK including VAT are as follows;

All delivery charges are free. Where indicated there is an extra charge for express (next day delivery). Orders must be taken before 2 pm to allow next day delivery.

Overseas Delivery

We do not normally deliver outside of the UK, however customers overseas wishing to purchase from this website are welcome to contact Be Energy Smart directly using info@beenergysmart.co.uk and we'd be pleased to discuss special delivery arrangements.

If you have any queries relating to the delivery of your order you can contact us on 0845 634 2179 or e-mail us info@beenergysmart.co.uk

Returns

Returns & Refunds: Items not required

We at Be Energy Smart aim to provide you with as much information as we can about each product so that you can make an informed purchasing decision. However, to give you additional confidence, we will allow you to return any item if it is not what you require within 30 days of receipt as long as it has not been used and is returned in its original undamaged packaging.

All you need to do is to contact us on **0845 634 2179** and we will issue you with a Returns Form and Returns Code, explain our simple Returns Procedures and discuss with you the easiest and most convenient way for you to return the item(s) to us. You should then return the item(s) to us by the agreed method together with a completed Goods Return Form. Unfortunately we cannot accept proof of posting as confirmation of delivery. Upon receipt of the item(s) we will refund the full value of the item(s) subject to them being unused and in their original condition and packaging. Unless otherwise agreed, you will be responsible for the costs for returning the goods to us.

Faulty, Incorrectly Supplied and Damaged Items

If an item has been incorrectly supplied, received damaged or is faulty then all you need to do is follow the Returns Procedures detailed above. We will then arrange collection of the item(s) free of charge. Upon receipt of the item(s) we will refund the full value of the goods and any carriage costs within 30 days.