

Resellers Returns Policy

We are very confident in the quality of Warmup products however we understand that there may be times when returns are necessary.

Items returned from resellers to Warmup Plc will be considered for credit in accordance with the following guidance:

1. Returns Window

Returns must be requested **within 30 days** of the original delivery date.

2. Return Process

Pre-Authorisation is required. All returns must be notified to returns@warmup.com prior to shipping.

A **Return Authorisation Number (RAN)** will be issued by Warmup upon notification.

The RAN **must be clearly stated** on all return paperwork.

Returns received after 14 days from issuing of the RAN or received without a valid RAN may be rejected.

3. Product Condition

Items must be unused and in undamaged original packaging. They should be returned inside protective outer packaging.

Items that are sold as rolled must be returned unrolled. This includes all heating mats, heating wires, and rolled pipes.

Perishable items including glues, primers, screeds, levellers, and adhesives are **non-returnable**.

4. Return Evaluation

All returned items are subject to inspection and testing. Credit will be issued based on the following criteria:

Condition	Credit Outcome
Manufacturing fault or damaged in transit	Full credit
Working & reusable as per section 3.	Credit minus restocking charge
No fault & not reusable	No credit & returned

5. Restocking Charges

Restocking will be charged at the higher of:

- 20% of the invoice value, or
- £25

Waived if a new order of equal or greater value accompanies the debit note whilst meeting the preconditions set out in section 3.

6. Courier Surcharge

The below surcharges apply if our courier attempts collection and goods are either not ready or cannot be located.

Parcels = £7 EX VAT

Pallets = £50 EX VAT

7. Warranties and Terms & Conditions

This policy is for guidance only and does not override product warranties.

All sales are governed by [Warmup Plc Terms and Conditions of Sale](#).