

Help & Information

Returns

Cancellation Policy:

In line with the Consumer Contracts Regulations you have the right to cancel your order within 14 working day(s) from the day after receipt of your goods. The goods must be returned in their original condition (i.e. in their original packaging and unused) for a full refund including the original delivery charge.

Please contact us at enquiries@alphaec.com to advise of your decision to cancel so we can expect the returned goods.

Please be aware that you will be responsible for the cost of returning the goods and ensuring the goods are correctly packaged to avoid any damage/loss while in transit. On receipt we will inspect the goods (we will contact you if goods are damaged or not in original condition) assuming all is correct we will arrange for a refund to be processed.

We will issue your refund as soon as possible, in any case within fourteen (14) days of receipt of goods, any refund will be by the same method originally used by you to pay for your purchase. Please note we are unable to offer a refund for goods not received or received either damaged or incomplete, our cancellation policy does not affect your statutory rights.

Returns Policy: (Damaged or Faulty Goods)

While every effort is made to ensure that goods reach you in perfect condition, on occasion faulty or damaged goods may need to be returned for a replacement or a full refund. We will endeavour to replace any item that is deemed faulty in the first instance. In most cases we can offer a like for like replacement, however if the item being returned is no longer in stock or no longer manufactured and available from our suppliers we will refund any money received from you using the same method originally used by you to pay for your purchase.

Please note that we are unable to offer a refund or replacement on items that have been damaged through wrongful or inappropriate use, not following instructions or normal wear and tear.

You have 7 working days from delivery to return any items which have arrived faulty or damaged. We ask that you contact us immediately regarding any faulty or damaged items to arrange their return.

Return enquiries MUST be made via email enquiries@alphaec.com in the first instance to ensure that your return is dealt with swiftly.

Our returns department will then contact you to arrange uplift of damaged or faulty goods. Please ensure that all items are properly packaged using the original packaging the goods were shipped in ready for our courier to collect.

Please note that we will not accept delivery returns on any items or products that have not been authorised by our returns dept.

Upon satisfying that goods are faulty or damaged we will endeavour to replace the faulty or damaged goods. If a replacement product cannot be issued then Alpha Electrical Fire & Security will issue a full refund using the same method of payment used to purchase the item.

Should goods arrive damaged in transit and the damage is apparent, we ask that you note this on the delivery note. Please notify us immediately via email enquiries@alphaec.com so that we can arrange return and a replacement or refund will be issued. Please note that all such items for return must be accompanied by the original packaging.

For reasons other than the product is defective we will examine the returned product and will notify you of your refund if deemed appropriate following examination of the returned item via e-mail, telephone or other appropriate means within a reasonable period of time. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we confirmed to you via e-mail that you were entitled to a refund for the defective product. Products returned by you because of a defect will be refunded in full, including a refund of the delivery charges for sending the item to you.