

## Refunds & Returns Policy

This Refunds & Returns Policy explains your rights and our obligations when you purchase products from Nuvira Earth Systems Ltd ("Nuvira Earth", "we", "us", "our").

Registered Office: 56 Guildford Street, Chertsey, England, KT16 9BE

Company Number: 16588791

Email: [info@nuviraeearth.co.uk](mailto:info@nuviraeearth.co.uk) Telephone:

0204 620 2025

This policy should be read together with our Terms of Sale.

### 1. Your Right to Cancel (Consumers Only)

If you are purchasing as a consumer (not as a business), you have the legal right to cancel your order within 14 days without giving any reason. Cooling-off period

- The 14-day period starts the day after you receive your goods
- If your order is delivered in multiple consignments, the period starts after receipt of the last item

To exercise your right to cancel, you must inform us clearly by email or in writing.

### 2. How to Cancel Your Order

To cancel, please contact us with:

- your name
- order number
- product details
- clear statement that you wish to cancel

Email: [info@nuviraeearth.co.uk](mailto:info@nuviraeearth.co.uk)

You may use a cancellation form if you wish, but this is not mandatory.

### 3. Returning Your Products

Once you have informed us of your cancellation:

- Products must be returned within 14 days
- Products must be:
  - unused
  - uninstalled

- in original packaging
- in a resaleable condition

You are responsible for the cost and risk of return shipping unless the item is faulty or incorrect.

We strongly recommend using an insured and trackable delivery service.

#### 4. Products That Cannot Be Returned We cannot accept returns for:

- Products that have been installed, commissioned, or electrically connected
- Products damaged due to misuse, incorrect installation, or negligence
- Products returned without prior notification
- Custom-configured or special-order items (unless faulty)
- Software licences or activated digital services

Once electrical equipment is installed or connected, it is considered used and no longer eligible for cancellation under the cooling-off period.

#### 5. Refunds

If your cancellation is valid and the products are returned correctly:

- We will refund:
  - the purchase price
  - standard delivery charges (if applicable)
- Refunds will be processed within 14 days of:
  - receiving the returned goods, or
  - receiving evidence that goods have been returned

Refunds will be made using the original payment method, unless otherwise agreed.

We may deduct an amount from the refund if:

- the product has been handled beyond what is necessary to inspect it
- the product or packaging is damaged

#### 6. Faulty, Damaged, or Incorrect Products If your product is:

- faulty
- damaged in transit • incorrect please notify us as soon as possible, and

ideally within 48 hours of delivery.

We may request:

- photographs
- serial numbers
- diagnostic information

Depending on the issue, we will offer:

- repair
- replacement
- refund

This does not affect your statutory rights under the Consumer Rights Act 2015.

## 7. Warranty Returns

Some issues may be covered under the manufacturer's warranty rather than a refund.

In such cases:

- we may arrange repair or replacement under warranty
- refunds may not apply once the product has been installed and used

Warranty terms vary by product and are supplied separately.

## 8. Business Customers

If you are purchasing as a business, cancellation rights under consumer law do not apply.

Returns, refunds, or credits for business purchases are subject to:

- written agreement with Nuvira Earth Systems Ltd
- restocking fees (where applicable)
- return condition assessment

## 9. Returns Process Summary

1. Contact [info@nuviraearth.co.uk](mailto:info@nuviraearth.co.uk) to notify cancellation or return request
2. Wait for return instructions or authorisation
3. Package items securely
4. Return within 14 days
5. Refund processed after inspection

Returns sent without prior contact may be delayed or refused.

#### 10. Contact Us

If you have questions about this Refunds & Returns Policy, please contact:

Nuvira Earth Systems Ltd

Email: [info@nuviraeearth.co.uk](mailto:info@nuviraeearth.co.uk)

Telephone: 0204 620 2025

Address: 56 Guildford Street, Chertsey, England, KT16 9BE