

Inhaus Elemental Solutions Ltd.

Cancellation and Return Policy

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Thank you for your purchase from Inhaus Elemental Solutions Limited, a company registered in England & Wales with company number 11944712 and registered address 29-31 Lambert Road, E16 3NN, London, UK.

If you are not entirely satisfied with your purchase or wish to cancel an order you have placed with us please follow the below advice.

Returns

You have 14 calendar days, from the date you receive and counter sign a delivery note for your equipment or doors purchases, to return the item you are unhappy with.

To be eligible for a return, your equipment or fire door must be unused and in the same condition that you received it without any damages.

Your item must be in the original packaging or in the case of a fire door, it must be wrapped in thin-film foil as it was delivered to you.

You need to present the original invoice with which the payment for your equipment or fire door was made against.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable.

Cancellation of an order

We sell air conditioning equipment and timber fire doors which are manufactured to order and have lead times of 30 calendar days to produce and deliver. Once these items are ordered and in production, the costs involved in their manufacture and sale are realised and it is therefore very costly to cancel the item. Therefore, once an order has been placed and confirmed by you, a cancellation of the order incurs a cancellation charge of 60% of the total order value for cancellation within 14 days from the date of the order placement and 100% of the total value for cancellations later than 14 days from the date of the order placement.

We do strive to accommodate any changes or order amendments where that is feasible with the production schedule and if reasonable notice is given by the client of said changes.

Contact Us

If you have any questions on how to return your item, cancel or ammend your order or request a refund please do not hesitate to contact us by email at question@inhausac.co.uk where we strive to respond within 24h of receiving your email.