

We will confirm a site date upon receipt of full instructions and paperwork.
No order shall be binding until acknowledged by Nortek Global HVAC in writing.
The products covered by this price list are all deemed to be of standard colour, duty and specification.
All prices are ex-works. Carriage will be charged at the rate ruling at date of despatch.
Minimum order charge £25.00 plus p&p on small items.
VAT will be additionally charged at the ruling rate on date of invoice.

Payment Terms

30 days from date of invoice for approved accounts. Payment prior to despatch and early payment discounts quoted upon request.

Returns Policy

We hope you will be completely satisfied with any product or component purchased from Nortek Global HVAC UK Ltd, but if you wish to return an item, we aim to make it as quick and convenient as possible.

Returns Process

Please call 01384 489 700 and select from one of the options for the relevant product return.

Please have your return details ready and our trained staff will guide you through the process. On acceptance a returns material authorisation number will be given which must be included both on the packaging and returns paperwork. Upon the issuing of an RMA number, goods must be returned to us within 10 working days. We are unable to process any goods returned without an RMA number.

Not all requests to return goods will be accepted.

Damaged in Transit

If you take delivery of a product that has been damaged in transit, the goods must be checked and any damage reported in writing within 3 working days. Claims made outside this period will not be considered. The product then requires return/collection within 10 working days.

Return of Faulty Goods

Should a fault develop with a product purchased from us within the first year of ownership, please contact our Service department with details of the fault and we will advise you how to proceed. Nortek Global HVAC UK Ltd reserves the right to either replace or repair faulty item(s). Should we deliver a replacement item we will invoice for it, crediting the faulty item upon receipt.

Ordered Incorrectly/Incorrectly Supplied/Not Required

If an item has either been ordered incorrectly, incorrectly supplied or is not required, it can be returned within 30 days from purchase as long as it remains unused, in new condition and with all packaging and labels intact. Should Nortek Global HVAC UK Ltd incur any costs in re-working or re-packaging the returned items to a re-saleable condition, this will affect the amount of credit due.

Returned items that have been ordered incorrectly or are not required will incur a 25% restocking charge. If these items are collected, a collection charge will also apply. Heaters built to customer specification will not be eligible for return; any cancellation prior to despatch will be subject to a charge relevant to costs incurred.

Excess Items

Nortek Global HVAC UK Ltd systems are designed using the information available to us at the time. Due to the high cost of handling and risk of damage, it is not possible for excess Nor-Ray-Vac, herringbone materials or warm air flue to be returned for credit.

Delivery Dates

All dates quoted for delivery are approximate only and Nortek Global HVAC UK Ltd shall not be liable for the delay in delivery of goods however caused. You are advised to ensure that goods have been delivered to the required location before committing labour.

Radiant heater stillage

For large radiant heater orders, components are delivered on stillages, which should be unloaded upon receipt and returned to the delivery vehicle. Failure to do so will result in additional charges to collect and return stillage(s).

Off-loading is the responsibility of the customer, if you require special off-loading facilities please call the UK sales office on 01384 489 700

Carriage Charge Information

- UK mainland only, other destinations P.O.A
- Hiab and other special requirements P.O.A
- All prices ex-works Brierley Hill
- All equipment sold subject to Conditions of Sale
- Transport charges are not subject to trade discount
- Carriage charges maybe subject to a fuel surcharge
- All prices based upon 3 working day delivery unless specified; next working day delivery add £35.00 per unit
- Next day deliveries based on ex-stock units being delivered next working day on orders received before 12.00 noon

What is covered under our standard warranty:**All heaters, controls and accessories supplied as part of a new heating system**

WARRANTY	
Labour	1st Year
Parts - Excludes consumables (i.e belts, filters, fuses, Quartzglow bulbs etc)	1st and 2nd Year
Access equipment and tool hire	1st Year
Carriage cost for replacements	1st Year

Exceptions for new installations

DESCRIPTION	
DS destratification fans	1st Year (parts only)

Spare parts

WARRANTY	
Controls and accessories supplied as spares (excl consumables)	1st Year
General spare parts (excl consumables)	1st and 2nd Year
Carriage cost for replacement spares	1st Year
Labour for replacement spares	1st Year

Standard warranty period

Date of start: From date of despatch or commissioning date (if no more than 90 days from date of despatch and conducted by a Nortek Global HVAC UK Service Engineer) Commissioning report and documentation will be required.

Who is covered?

Who holds the warranty?: The purchasing customer account holds the warranty.

Payment of items in warranty: Payment has to either have been settled or still be within the agreed account payment terms e.g. an account with a 30 day payment term.

Commissioning and service of units: Proof of commissioning and annual service reports must be supplied by the customer.

Not covered: Unauthorised modifications to equipment

Payments

Warranty parts only request: Customers requesting parts only will be invoiced for the items and carriage. Upon return and our receipt of the faulty items and our agreement as to the warranty, a credit for the value of the invoice will be made.

Under warranty engineer site visits: We will send a 'Warranty' form, this should be completed and returned with an order for site attendance. Customers will only be charged if the call out is not covered by warranty and after full negotiation between ourselves and the customer.

Cash customers: Cash customers should pay pro-forma for the day labour rate and any parts that may be required. If the call-out is found to be covered by warranty then a credit for all items covered by the warranty will be issued.

Standard call-out policy

Engineer call-outs: We aim to attend site upon receipt of full instructions and paperwork. We will however do all we can to meet any specific customer requirements.