

RETURNS POLICY

CUSTOMER TERMS & CONDITIONS

PLEASE NOTE: All items must be checked at delivery. Any breakage/damage must be reported on the Proof of Delivery (POD) or communicated to us within 24 hours.

Issue date	Version	Status
22.05.2023	V1	Approved and released

- **Return and Refund of Unused Items**

Items that are ordered in error or become surplus to requirements can be returned up to 180 days (6 months) after delivery. Please return items unused and in original condition (including all labels and packaging intact), unaltered and free of any damages, with proof of purchase within 180 days, and Joule will offer a credit note to your account, where products are returned undamaged and in a resaleable condition and meeting our Terms and Conditions.

Special orders or non-stock items will be subject to a restocking charge of 25%.

For products that do not meet our Terms and Conditions and are considered to be usable good stock, there will be a restocking charge of at least 20% applied.

To return an item, please email Joule customer service at returnsie@joule.ie to obtain a Sales Return Order (SRO) number.

Please provide the invoice number related to the item that you wish to return and the reason for the return.

You must include one or more pictures of the item(s) showing its condition so we can confirm that it is clean, securely packed, and ready to be uplifted. This includes emptying any vessels/containers of liquids and removing any leftover soluble substances and dirt/debris from items before preparing to ship them back to us.

Please obtain the Sales Return Order (SRO) number before you send back the items. After receiving the SRO number, ensure that the item is ready for transport, secure (according to size and weight), and in its original packaging. The return documentation provided must be placed on the exterior of the packaging for easy identification. Large items (such as cylinders, heat pumps, etc) must be placed on a pallet in vertical position and securely strapped and wrapped.

Items returned without a valid Sales Return Order number will not be accepted.

Please allow at least ten (10) days from Joule's receipt of the items for us to process, document and inspect the returned items. Joule will send you an e-mail to notify you of the approval or rejection of your credit request.

If the return is approved, your credit request will be processed, and a credit will be applied to your account. Please allow 30 days for the credit note to be issued.

If 180 days have gone by since delivery of your items, returns are subject to approval from your local sales representative.

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- **Returning a faulty item**

Please refer to your Joule Warranty Certificate for the relevant Warranty period for your product

In the unlikely event of a product failure within the warranty period, please email customer service at returnsie@joule.ie to obtain a Sales Return Order (SRO) number. Please obtain the Sales Return Order (SRO) number before you send back the items. After receiving the SRO number, ensure that the item is ready for transport and secure (according to size and weight). Large items (such as cylinders, heat pumps, etc) must be placed on a pallet in vertical position and securely strapped and wrapped for transport.

Items returned without a valid Sales Return Order number will be not be accepted.

Once the returned item is received and inspected, we will send you an e-mail to notify you of the approval or rejection of your credit request. Please allow at least ten (10) days from Joule's receipt of the items for us to process, document and inspect the returned items. Joule will send you an e-mail to notify you of the approval or rejection of your credit request.

If the items are determined to be out of warranty, damaged or no fault found the return/credit will be refused, and we will write to inform you to arrange collection at your cost. If the product is not collected it will be disposed of within 14 days. Any other applicable conditions, such as poor installation, lack of adequate servicing or using the product outside of its intended purpose causing the item to be faulty will invalidate the warranty resulting in the return/credit been refused.

If the return is approved, your credit request will be processed, and a credit will be applied to your account. Please allow 30 days for the credit note to be issued.

Returned items that are claimed to be faulty will be tested upon return for analysis and to prevent similar faults in the future. However, tests will likely leave the item in an unusable/unsellable condition post investigation. Joule cannot be held responsible for damage done to the product during testing.

If the return is not approved and credit is refused after receipt at Joule we will write to inform you to arrange collection at your cost or arrange disposal of the product. Product not collected within 14 days of notification will automatically be disposed of.

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Return address :

UNIT 407 Northwest Business Park
Ballycoolin, Blanchardstown, Dublin, Ireland
Eircode : D11HD36
Attn : RETURNS

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