

Your stove will arrive by courier in a purpose made box on a pallet. The courier will not unpack it and is contracted to leave it outside or in a suitable garage. They will not carry it in to your house under any circumstances nor are they able to negotiate steps. They will require you to sign for it. Please sign as "unable to check contents" as should there prove to be a breakage then if you sign as everything being all good, they will not countenance a claim.

Under UK law, if you have purchased the stove online or over the phone (distance selling) you have the right to return the stove. You must notify us of your intention within 14 days of receiving the stove if you are not happy with it. Then it must arrive at our showroom within another 14 days. If this is the case then you will be refunded the cost of the stove within a further 14 days as long as it is in unused condition with no damage. You will be responsible for the carriage both for us sending it out to you and yourself sending it back. You will also be responsible for the packing of it to send it back. The refund will only be issued to the original card which made the payment. We will not accept returns outside of these terms. If the Bio box has been used we will not refund the money for that portion of the sale whether it was itemised on the invoice or not and it will be apportioned at the current selling price of the individual boxes.