

Spheroguard Thermal Insulation Return Policy

At Spheroguard, we are committed to providing high-quality thermal insulation materials. We understand that sometimes a product may not meet your expectations or needs. Our return policy is designed to ensure your satisfaction while maintaining the integrity of our products.

1. Eligibility for Returns:

Products must be returned within 30 days of the purchase date.

Items must be in their original, unused condition, including all packaging, labels, and documentation.

Custom or specially ordered products are not eligible for return unless they are defective or damaged upon arrival.

2. Return Process:

To initiate a return, please contact our customer service team at 01474 263107 or visit our website at <https://www.spheroguard.com/> to request a Return Merchandise Authorization (RMA) number.

Include your order number, a description of the product, and the reason for the return in your request.

Once you receive your RMA number, securely package the product and include a copy of your original invoice.

3. Shipping Costs:

Customers are responsible for return shipping costs unless the return is due to a defective or incorrect item.

We recommend using a trackable shipping service or purchasing shipping insurance for items over £500 to ensure they are returned safely.

4. Refunds:

Upon receiving and inspecting the returned item, we will process your refund within 14 business days.

Refunds will be issued to the original payment method used at the time of purchase.

Please note that shipping costs are non-refundable.

5. Damaged or Defective Items:

If you receive a damaged or defective product, please contact us within 7 days of receipt. We will arrange for a replacement or refund at no additional cost to you.

Please provide photos of the damage or defect to expedite the process.

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6. Exchanges:

We do not offer direct exchanges. If you wish to exchange a product, please return the original item for a refund and place a new order for the desired product.

7. Contact Information:

For any questions or concerns regarding our return policy, please contact our customer service team at:

Phone: +44 (0) 1474 263107

Email: info@spheroguard.com

Address: Unit 47 Riverside Sit Thomas Longley Road Rochester Kent ME2 4DP

Thank you for choosing Spheroguard for your thermal insulation needs. We appreciate your business and are here to assist you with any questions or concerns.