

Return and Refund Policy

Effective Date: **1st June 2023**

1. Introduction

This Return and Refunds Policy is designed to provide you with clear guidelines regarding the return of items purchased online. Please read this policy carefully to understand your rights and responsibilities.

2. Return Period

We are committed to assisting you with the return of items purchased online that are unsuitable. You must notify us of your intention to cancel and return your order within 30 days of the purchase date. You have a further 30 days from the date you cancelled to return any item(s) to us.

3. Condition of Returned Items

While the item(s) are in your possession, you are responsible for taking reasonable and appropriate care of them. The item(s) must be in "as new" condition and returned in their original and undamaged packaging. We reserve the right to withhold refunds or deduct a fee if the returned item(s) have decreased in value due to handling beyond what is necessary to inspect the features and characteristics of the item(s).

4. Refunds

Refunds will be processed back to the same payment method used for the original order and will be issued once the goods have been returned to us. Please note the following:

- We will refund your delivery cost only if the return is a result of our error (e.g., a faulty product).
- If you wish to return an order due to a change of mind, you will be responsible for all delivery costs incurred when returning the goods to a store or warehouse.
- A fee may apply if the item(s) returned have decreased in value due to excessive handling.

5. Applicability

This returns policy applies exclusively to purchases made online through our website.

6. How to Initiate a Return

If you have any queries or wish to initiate a return, please contact our Customer Service team via email at enquiries@harprenewables.com.

7. Return of Faulty Goods

To report a problem with a product you have purchased, please contact enquiries@harprenewables.com. Our team will assist you in the return procedure, which may include inspection of the goods, arranging for repairs, or providing you with a replacement or refund.

For more detailed information regarding faulty goods, please refer to our Warranty Policy available on our website.

8. Refund Processing Time

Typically, refunds will be processed within seven (7) days of receipt of the returned goods or cancellation of the order.

9. Contact Information

If you have any further questions or concerns regarding our Return and Refunds Policy, please contact us at:

Harp Renewables - Brownstown, Kentstown, Navan, Co. Meath, Ireland C15 EE05

T. +353 (0)41 982 1333 E. enquiries@harprenewables.com

10. Changes to this Policy

We reserve the right to make changes to this Return and Refunds Policy at our discretion. Any updates or modifications will be effective immediately upon posting on our website.

Harp Renewables Team

www.harprenewables.com