

Return and Refund Policy

Last updated: May 27, 2021

Thank you for shopping at Total Extraction Solutions Ltd Website.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Return and Refund Policy

“Company” refers to Total Extraction Solutions Ltd, Extraction House, 113 Blackburn Road, S61 2DW

“Goods” refer to the items offered for sale on the Service.

“Orders” mean a request by You to purchase Goods from Us.

“Service” refers to the Website.

“Website” refers to the TES Website, accessible from "<http://www.totalextraction.co.uk>"

“You” means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Your Order Cancellation Rights

You are entitled to cancel Your Order within 7 days without giving any reason for doing so.

The deadline for cancelling an Order is 7 days from the date on which You received the Goods.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by the email contact form on our website.

We will reimburse You no later than 14 days from the day on which We receive the returned Goods in unused condition.

We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement other than those incurred by the Company in addition to a 25% restocking fee.

Conditions for Returns

In order for the Goods to be eligible for a return, please make sure that:

The Goods were purchased in the last 7 days.

The Goods are in the original packaging and not opened or altered.

The following Goods cannot be returned:

Any goods that has been used (this includes being contaminated by any fume or dust from your process)

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us.

Should the goods be damaged in transit you will be notified and it will be at your cost to transport them back to your premises and no return will be accepted by the Company.

You should send the Goods to the following address:

Total Extraction Solutions Ltd
Blackburn Road
Rotherham
S61 2DW

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

By phone number: 01709555501