

Refund and Returns Policy

At SoloZone, we want you to be completely satisfied with your purchase. This policy explains your rights when buying from our website.

1. Changing Your Mind

If you purchase a SoloZone product through our website, you have the legal right to cancel your order within **14 days of receiving your goods**, without giving a reason.

However, we extend this period to **30 days for first time buyers** to give them plenty of time to evaluate the product. Please make sure you retain the original packaging to protect the product if you choose to return it.

To exercise this right, please notify us by email at info@solozone.co.uk within the 14-day cancellation period.

Once you have informed us of your decision to cancel, you have a further **14 days** to return the product to us.

2. Condition of Returned Products

You may inspect and handle the product as you would in a retail store. However, the product must be returned in good condition and with all supplied accessories, packaging and documentation where reasonably possible.

We reserve the right to make a reasonable deduction from your refund if the product has been used beyond what is necessary to establish its nature, characteristics and operation.

3. Return Shipping Costs

If you are returning a product because you have changed your mind, you are responsible for the cost of returning the item to us unless otherwise agreed.

We recommend using a tracked delivery service and the original packaging, as returned goods remain your responsibility until received by us.

4. Refunds

Once we receive the returned product, we will process your refund within **14 days**.gov+1

Refunds will be made using the same payment method used for the original purchase.

If you paid a standard delivery charge when placing your order, this will also be refunded. If you selected a premium delivery service, only the standard delivery cost will be refunded.

5. Faulty, Damaged or Incorrect Products

Your statutory rights are not affected by this policy.

If your product is faulty, damaged on arrival, not as described, or does not perform as expected, please contact us as soon as possible at info@solozone.co.uk.

Under the Consumer Rights Act 2015, you may be entitled to a repair, replacement or refund depending on the circumstances.

Where a product is confirmed to be faulty or supplied in error, SoloZone will arrange or reimburse reasonable return shipping costs.

6. How to Return an Item

Please contact us before returning any item:

Email: info@solozone.co.uk

Return Address: SoloZone Ltd
c/o Rapid Pack Fulfilment Ltd
Unit 3, Junction Two Industrial Estate,
Demuth Way, Oldbury, West Midlands, B69 4LT

Please include:

- Your name
- SoloZone remote pairing number (on rear of remote) or heater serial number (on rear of heater)
- Date of purchase
- Reason for return

7. Your Statutory Rights

Nothing in this policy affects your legal rights under UK consumer protection legislation.
