

Cancellations, Returns and Refunds

Charlton Whitehouse Fuels Ltd understands that you may wish to return your purchased products if you are not fully satisfied. Customers may choose to return their products under our terms and conditions outlined below. Please ensure you have read and understand our Returns and Refunds terms before purchasing from us.

Cancellation

1. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCICAR), customers have the right to cancel any product or service after a sale has completed. Cancellation requests must be submitted in writing within 14 days from the date of order placement.
2. The cancellation request must be a clear statement from the customer, indicating their decision to cancel the contract. The request for a refund must also be made in writing, clearly stating the request for a refund and quoting the order number. This request should be sent via email to sales@cwfuels.co.uk
3. If the customer's order has already been dispatched or received, they are required to return the goods at their own expense to our fuel depot no later than 14 days after the cancellation request has been confirmed and accepted by Charlton Whitehouse Fuels Ltd. Details of where to return the products to will be provided via email shortly after the cancellation request has been accepted.

Returns and Refunds

1. Customers are entitled to request a return within 14 days of receiving their order, as stipulated by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCICAR).
2. Return requests must be submitted in writing, clearly indicating the intention to return a product. These requests should be sent via email to sales@cwfuels.co.uk
3. Upon acceptance of the return request, customers are responsible for returning the product, at their own expense, to our fuel depot. The product must be returned in its original packaging and condition. Fuel that has been delivered loose and tipped into a customer's coal bunker or similar container may request that Charlton Whitehouse Fuels Ltd come and collect it but for a fee. This fee will be set by Charlton Whitehouse Fuels Ltd.
4. 10kg, 20kg or 25kg prepacked plastic fuel bags that have been opened by the customer are not eligible for return, unless the fuel is damaged or in an unacceptable condition (for example, a bag of smokeless fuel briquettes have disintegrated into powder and are unusable). Damp fuel is not a recognised form of "unacceptable" condition for a product. All prepacked smokeless fuel is packed outside and in the event that it is or has been raining at the time of packing, some moisture or dampness will be present on the fuel. In the unlikely event that the fuel is saturated and there is considerable water in the bags, which can be poured out, then in this case, this would qualify as an unacceptable condition of product and a refund could be rightfully requested.
5. If any fuel bags have been damaged or degraded through mishandling by the customer, then these bags will not be eligible for a return.



Charlton Whitehouse Fuels Ltd

Suppliers of premium solid fuel and LPG to the retail and wholesale market.



The Fuel Depot, Parsonage Street, Oldbury, West Midlands, B69 4PH



0121 544 3595



sales@cwfuels.co.uk



<https://www.cwfuels.co.uk>



6. Refunds will be processed only after the product has been received and inspected at our fuel depot. Once the return is approved, we will authorise a refund within one working day. Depending on your bank, it may take up to 5 business days for the refund to appear in your account.
7. If your order arrives damaged, incomplete, or incorrect, please contact us immediately via email or telephone so we can investigate and rectify the issue. If the fault lies with Charlton Whitehouse Fuels Ltd or our haulage partners, Charlton Whitehouse Fuels Ltd will cover the cost of product replacements.
8. All refunds will be processed and returned to the customer's original payment method. For fraud prevention purposes, refunds will not be issued through any other means.

End of terms.

