

Warranty Conditions

1. Any potential warranty claim must be reported to the sales office on telephone number 0800 876 6813 (option 2) or email stelraddirect@stelrad.com.
2. All radiators returned for warranty purposes must have a special report label attached.
3. Special report labels will be posted directly to you, an returns reference number and label must be obtained first. Radiators will not be processed until the RMA number is available. A collection of the radiators will be booked upon receipt of the labels.
4. Liability will not be accepted for radiators returned without the special report label.
5. Any radiators returned under this procedure will be rendered unusable. Stelrad cannot guarantee the condition of any radiator once the report has been carried out. During the inspection it may be necessary to remove sections of the radiator to establish the root cause of the defect.
6. Refitting charges will only be considered if the radiators are found to be faulty because of manufacturing or materials defects, within twelve months of purchase.
7. Transport time and full system drain downs will not be considered.
8. The findings of the report will be emailed directly to the customer that initially returned the radiator.
9. Radiators returned under this procedure will be held for a period of 28 days following the issue of the report. After the 28-day period the radiator will be disposed of.
10. Credits will not be issued until the faulty radiators have been returned and inspected by the Quality department.
11. Handling damage is not covered by the Warranty, items delivered damaged can be returned under the returns policy, if applicable.