

DELIVERY AND RETURNS POLICY

DELIVERY

Typical Lead Time is 3 to 5 working days. The majority of our product is in stock at all times. For larger quantities lead time can be 5 to 10 working days, please phone if specific dates are required for your project.

Delivery charges are in line with the ERI carriage schedule or as per prior arrangement. Next day delivery is available, please contact us for details. An additional carriage charge is payable for next day and specified morning or afternoon deliveries.

Please Note: We aim to deliver within the specified delivery timescales, but unforeseen circumstances may result in delays that are beyond our control. Please take this into account when planning your work.

Insulation is delivered to site, kerbside or yard. Most of our insulation products are delivered on pallets. For orders delivered direct to site the customer will be contacted soon after the order is placed to arrange a suitable delivery date. Please provide a contact number when placing the order.

Highlands and Islands:

We deliver to the Highlands/Islands including Isle of Man, Isle of Wight, and the Channel Islands. Additional carriage charges apply.

RETURNS

You have the right to cancel an order up to 14 days after the goods have been received. To be eligible for a full refund of the goods, please ensure the goods are returned to us within 14 days of cancelling the order. The original cost of delivery is non-refundable. There is no restocking fee.

It is the responsibility of the merchant or end user to return unwanted or surplus products. The returned goods, when received must be undamaged and the packaging is in a serviceable condition.

The return is to be arranged by and the cost covered by either the merchant or end user. Goods are to be returned to the relevant storage depot (full address will be provided as required).

We will provide a full refund of the cost of the goods within 14 days of receiving the returned items in our warehouse.

If the return request is made after 14 days of receiving the goods, the decision to offer a refund is at the discretion of Eden Renewable Innovations Ltd management.

If the goods are being returned due to an Eden Renewable Innovations Ltd error, we will cover the cost of returning the goods and providing replacement product where appropriate. A full or partial refund of the invoice total will be provided as required including any carriage charges.