

Returns Policy

BERTAZZONI APPLIANCE SHOP ORDERS ONLY

Returns

As all orders are placed directly with the manufacturer as special orders, and are ordered to meet customers' requests, therefore we cannot offer a standard online returns and refund policy.

If you wish to cancel your order for any reason prior to delivery, the following re-stocking fee will apply:

Any orders cancelled within 14 days of delivery - 20% of your total order value

Any orders cancelled within 7 days of delivery - 30% of your total order value

Any orders cancelled within 3 days of delivery - 50% of your total order value

Any orders cancelled within 24 hours of delivery - 100% of your total order value

Please ensure any items that you order are suitable for your needs and you have checked any dimensions, specifications and colours. We are unable to accept any returns once these goods have been delivered unless they are damaged or faulty. If a failed delivery takes place due to the product not being able to be delivered into the home because of door widths etc, you refuse delivery upon arrival, there is no one at the delivery address to accept the delivery, or incorrect/insufficient details resulting in our inability to contact you for a successful delivery, there will be a restocking fee of 25% of the total order value and a failed delivery charge.

Refunds

Agreed refunds will take 5-10 working days to appear back to your payment method depending on which bank you use.

Damages and Escalation

Please check for damage on delivery and advise our logistic teams immediately (also capture images), so it can be assessed by the team and rejected on delivery if required. Once the delivery has been completed and signed for by the customer, the delivery has been confirmed as products in good condition, any damage found/claimed after the delivery is signed for by the customer SMG Surfaces or Bertazzoni are not liable for.

Even if an issue is spotted on delivery/installation, please contact our service team immediately. Many issues raised with our team, are usually resolved without compromising the appliance and removes the need to remove the appliance from the property. As a green company, Bertazzoni are keen to reduce waste in their industry - where they can fix minor or cosmetic issue; they will always repair through their premium after care team.

Any requests for replacement product(s), need to be approved directly with SMG Surfaces, prior to removing the product from the customer's property. Our After-care team will always need to assess either in person or via the telephone. In nearly all cases, it is quicker and more efficient to repair rather than replace.