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## RETURNS

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned.

Additional non-returnable items:

- \* Consumables
- \* Damaged parts/equipment due to misuse and abuse

To complete your return, we require a receipt or proof of purchase.  
Please do not send your purchase back to the manufacturer.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [accounts@totalqsr.co.uk](mailto:accounts@totalqsr.co.uk).

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [operations@totalqsr.co.uk](mailto:operations@totalqsr.co.uk) and send your item to: HK Engineering t/a Total QSR, Crown Chambers, 7 Market Place, Melksham, Wiltshire, SN12 6ES.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.



01225 791848  
Crown Chambers, 7 Market Place, Melksham, SN12 6ES  
[operations@totalqsr.co.uk](mailto:operations@totalqsr.co.uk)  
[www.hkengineeringltd.co.uk](http://www.hkengineeringltd.co.uk)



Company no: 14548676 VAT no: 431180925



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If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

A restocking fee will be passed on should it be incurred



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