

Returning Goods



Opie Oils,
The Fuel Depot,
Cardrew Industrial Estate,
Redruth,
TR15 1SS

Email: sales@opieoils.co.uk
Phone: 01209 215164

We're sorry to hear that you wish to return goods to us.
We'll do all we can to rectify incorrect orders or faulty goods.

1. We are happy to accept returned goods in the following circumstances:
 - a) When we have sent incorrect goods (i.e. not what you ordered as shown on your order confirmation)
 - b) When the goods are faulty or can be shown to be faulty within 6 months of purchase
 - c) When the goods supplied do not fit your vehicle and we provided incorrect guidance to you as to which product/s were suitable either through use of tools on our website or via e-mail / other electronic messaging medium.
 - d) In any circumstance within 7 days of you receiving the goods. This is your right to cancel under the Consumer Protection (Distance Selling) Regulations 2000
2. In any of the above circumstances, we will refund the cost of all monies paid, including the cost of the postage you paid for us to deliver the goods to you.
3. We will additionally refund the cost of return postage to us in circumstances a, b and c above.
4. However, if you are cancelling your contract with us under the Consumer Protection (Distance Selling) Regulations, you will need to return the goods to us at your expense.
5. In all circumstances, we recommend that you obtain proof of delivery. If the goods are of a value exceeding 10 x the cost of a 1st class Royal Mail letter stamp, we recommend that you obtain insurance against loss.
6. Please complete the details below and enclose a printed copy of this form with your return.
7. Please return any goods with their original packaging to:

Returns Section,
Opie Oils,
The Fuel Depot,
Cardrew Way,
Cardrew Industrial Estate,
Redruth,
TR15 1SS

