



Returns Policy

Under the Consumer Rights Act you can return goods as long as you return them within 14 days of receiving them.

You can simply return goods if

1. You have changed your mind,
2. they are of unsatisfactory condition,
3. they are unfit for purpose or
4. the goods are not as described.

You are entitled to a full refund if the goods are returned 'as new' and have not been used or tested. You are liable for the return carriage unless the return is due to points 2 to 4 above. We will require you to return the product, the original packaging (in its original condition) and all accessories and documentation. If the goods have been used then a reasonable deduction will be made.

If Faults are discovered on delivery or within 30 days, we will organise collection of the product and the original packaging (in its original condition) with all accessories and documentation. We will inspect the goods and if faulty we will offer you a repair, replacement or refund within 30 days of return of goods to us. Any item not found to be faulty will be subject to a charge.

Please refer to our Terms & Conditions for more specific information.

Terms and Conditions

1. Under the Consumer Contracts Regulations (2014) you have the right to return your order up to 14 days from the day you receive your goods. You are responsible for returning the item within 14 calendar days of cancelling.
2. To exercise your right to cancel you must inform us of your decision to cancel by a clear statement. We recommend submitting a cancellation request by email to CSR@farol.co.uk. This is because it provides a clear record of your request and a thread of any communications between you and us.
3. If You, as "the consumer", are returning unwanted goods, they must be returned in an unused state in their original packaging. You, as 'the consumer' are liable to pay for the costs of returning the goods to ourselves. Alternatively we can arrange to collect the item from you but you will be liable for the collection charge. Please contact us by email to CSR@farol.co.uk to request a collection or notify us of a return, where we will acknowledge your request and confirm any costs involved. All items returned in accordance with the Consumer Contracts Regulations (2014) are inspected and where necessary tested by Farol Limited.
4. Provided the goods are received in an 'as new' condition and have not been used or tested by the you, 'the consumer', then a full refund (less any previously agreed return carriage costs) will be made within 14 days of receipt of the goods. If the goods have been used or tested and therefore cannot be classified 'as new', then a reasonable deduction will be made and you will be notified by email in this instance.
5. If you have placed an order via our website you will receive a copy of our Terms and Conditions (in PDF format) attached to your order confirmation email. Please ensure you check your 'junk' or 'spam' folders if you do not receive the order confirmation email.



2. Your right to reject the Products / if the Products are faulty

1. Under the Consumer Rights Act (2015) you have a legal right to reject goods that are unsatisfactory quality, unfit for purpose or not as described and get a full refund. This right is limited to 30 days from the date you buy your product. After 30 days you will not be legally entitled to a full refund if your item develops a fault.
2. To exercise your right to cancel you must inform us of your decision to cancel by a clear statement. We recommend submitting a cancellation request by email to CSR@farol.co.uk. This is because it provides a clear record of your request and a thread of any communications between you and us.
3. If You, as the "the consumer", are returning goods that are of unsatisfactory quality, unfit for purpose or not as described, then we will arrange collection. Please contact us by email to CSR@farol.co.uk to request a collection. All items returned in accordance with the Consumer Rights Act 2015 are inspected and where necessary tested by Farol Limited.
4. If you have placed an order via our website you will receive a copy of our Terms and Conditions (in PDF format) attached to your order confirmation email. Please ensure you check your 'junk' or 'spam' folders if you do not receive the order confirmation email.

3. Repairs, Replacements & Refunds

1. If you have cancelled the Contract between us within the 14 day cooling-off period, we will process your refund in accordance with Consumer Contracts Regulations (2014). Provided the goods are received in an 'as new' condition and have not been used or tested by the you, 'the consumer', then a full refund (less any previously agreed return carriage costs) will be made within 14 days of receipt of the goods. If the goods have been used or tested and therefore cannot be classified 'as new', then a reasonable deduction will be made and you will be notified by email in this instance.
2. For faults discovered on delivery or within 30 days (Consumer Rights Act (2015)), please report these by email to CSR@farol.co.uk where we will offer further advice. In the event that an item is collected due to a fault the goods will be inspected in our workshop and we will then notify you by email within a reasonable period of time of our intentions to either repair, replace or refund. We will usually process your repair, replacement or refund as soon as possible and, in any case, within 30 days of receiving the defective Product. If you elect for a refund of a Product returned by you because of a defect, it will be refunded as per our refunds policy (we reserve the right to verify that there is a fault).
3. Any item found not to be faulty will be subject to a charge. Charges are item specific and available on request. You will be notified of any charges before any non-faulty goods are returned to you. This does not affect your statutory rights.
4. If you have to hire a machine whilst your equipment is being repaired, neither Farol Limited, nor the manufacturer of your equipment are liable, or will compensate for any hire charges that you may incur.
5. You must keep all boxes or pallets for up to 14 days after delivery. Failure to do this will incur a charge to supply and deliver a replacement.

4. Warranties

1. All goods supplied by Farol Limited are covered by a full manufacturer's warranty. Please refer to your owner's manual for confirmation of your warranty period.
2. You will require your invoice as your proof of purchase. If you require a copy please contact us by email to CSR@farol.co.uk.
3. Please be advised that most fuel related problems are not covered under warranty. This type of repair will be chargeable. For more advice and troubleshooting guides please contact us by email to CSR@farol.co.uk.
4. You must keep all boxes or pallets for up to 14 days after delivery. Failure to do this will incur a charge to supply and deliver a replacement