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Returns Policy

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At Duracell Energy, we are committed to providing high-quality products and delivering excellent service in a fair, comprehensive, and timely way. However, we understand that sometimes a return may be necessary, and we want to make the returns process as clear and transparent as possible.

This Returns Policy is reflected in the Returns Procedure as part of the process of monitoring the quality and effectiveness of the Duracell Energy services, ensuring all users and organisations have clear information about how to return a product. Duracell Energy Privacy Policy also applies to this policy.

This policy will be reviewed periodically to ensure it remains up-to-date with consumer protection laws and company practices.

References in this policy to “working days” mean a day other than a Saturday, Sunday, or public holiday in England when Banks in London are open for business or a close down period which will be notified by Duracell Energy.

1. Return Procedure

1.1. Return Request initiation

Customers/Installers wishing to initiate a return must contact the Customer Service team either by phone 0808 281 2855 or by email support.uk@duracellenergy.com.

The following information must be provided when requesting a return:

- Homeowner and Installer details
- Serial number of the faulty product
- Reason for return (e.g., defective product, incorrect product supplied, oversupply, etc.)
- Description of the issue or concern.

1.2. Evaluation and Authorisation

Upon receiving the return request, our Customer Service team will evaluate the request based on the information provided.

If necessary, additional information or documentation may be requested.

1.3. Delivery Error

If the wrong product or the incorrect quantity of products is delivered, the Customer Service Team will evaluate the situation and authorise the return, if applicable.

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1.4. Non-conforming Products

In the first instance, the Customer Service Team together with the Technical Team will aim to fix a faulty product remotely.

1.4.1. Remote Diagnostics and Repair

Some error codes relate to errors that cannot be fixed or remedied remotely. You will be asked to provide any error codes to Duracell Energy for diagnostic purposes.

Errors which can be remedied remotely:

- If the issue can be resolved remotely by the Customer Service Team, the issue will be fixed and communicated to the customer.
- If the Customer Service Team cannot resolve the issue remotely, the Technical Support Team will attempt to monitor the system and resolve it remotely. The Customer Service Team will keep the customer/installer updated.

If an error code is presented which cannot be remedied remotely, the product is deemed to be faulty. If the technical team of Duracell Energy diagnoses that the product is faulty due to manufacturing issues, Duracell Energy will initiate the returns process according to the Product Warranty terms.

Our decision on the return (approval or denial) will be communicated to the customer within 2 working days of receipt of information by the Customer Service Team.

1.4.2. Repair or Replace

Where the fault is determined to be a manufacturing issue and the product is within its warranty period, Duracell Energy will attempt to repair the product in the first instance. If a repair is not possible, Duracell Energy will replace the product with either a new or refurbished product as closely matching the original product as possible. Where we no longer supply the product in question, we reserve the right to replace the stock with a similar product from our current range.

1.5. Packing and Shipping

The Customer Service Team is responsible for completing the Returns form for collection and drop-off with the customer and organising the return of the product and arranging the dispatch of the replacement product (if agreed).

Customers (Installers or Wholesalers) are responsible for:

- Securely packaging the returned products to prevent damage during transit using the original packaging. If the original packaging is no longer available, the customer must package the product in similar packaging to protect it in transit.
- Including a copy of the original invoice or packing slip inside the package.
- Printing and adding a label with the shipping address for the product return.

Duracell Energy is responsible for:

- Arranging the collection with the customer (installer or wholesaler).
- Arranging the delivery of the replacement product with the customer (installer or wholesaler) (if agreed).
- Liaising with the customer (homeowner and/or installer) about the installation of the replacement product (if applicable).

Failure to comply will result in the returned product not being collected, which can incur additional charges for the customer.

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1.6. Site Visits

If a product error or fault cannot be remedied remotely, a site visit by Duracell Energy may be required in some circumstances. It is at the sole discretion of Duracell Energy to decide if a site visit is necessary. If our inspection on site reveals that the error or fault is not covered by the Product Warranty, a call-out fee of £250 + VAT as well as other costs and expenses associated with such inspection will be payable.

1.7. Inspection and Processing

Upon receipt of the returned product, the Technical Team will inspect and test the product to verify the condition and reason for return.

If the return is approved based on our inspection, our credit process will be initiated. Credits will be made by bank transfer in accordance with our terms and conditions.

1.8. Communication

Throughout the returns process, customers will be informed of the status of their return request via email or phone. You may need to check your junk mail folder.

If there are any delays or issues, our Customer Service team will provide updates and resolutions promptly.

1.9. Customer Support

For any questions or assistance regarding returns, customers can contact our Customer Service team on 0808 281 2855. Please refer to our website for current opening hours.



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