Returns and cancellation

Express Skylights | Version 2026-11-27-v1 | Effective 27 November 2026

Standard-stock consumer cancellation

For eligible distance orders you can cancel before delivery or through the end of 14 days after receipt, without giving a reason. The day of receipt is not counted. If one order arrives in separate deliveries, the period runs from receipt of the last goods; for goods supplied in pieces, from the last piece. This applies to standard-stock selections, not just in-stock items.

Tell us with any clear statement by email to sales@expressskylights.co.uk, by telephone or by post to the company correspondence address. The model form is optional. Sending your notice before the deadline is sufficient; we cannot make cancellation depend on a return number or our prior permission. If required cancellation information was not supplied, the statutory cancellation period can be extended by up to 12 months.

Returning after cancellation

Unless we have offered to collect, send the goods back or hand them to our authorised returns destination (Titan Bramley, Unit 16 Cufaude Business Park, Cufaude Lane, Bramley, Tadley RG26 5DL) without undue delay and within a further 14 days after telling us you cancel. Please contact sales@expressskylights.co.uk first to coordinate safe carriage and delivery-in arrangements; contacting us first is for safe coordination only and is not a condition of statutory cancellation.

Change-of-mind returns of bulky goods: Titan collection costs £50.

For eligible change-of-mind returns, the customer bears the direct cost of returning the goods. The £50 is the Titan return collection cost, not outbound delivery. This information is provided before you place your order.

A customer may bear direct change-of-mind return costs only where the required pre-contract information, including the cost or reasonable estimate for non-postable goods, has been provided before the contract. If we fail to provide the legally required information, we bear those costs. For faulty, damaged or misdescribed goods, we bear the applicable statutory return or collection costs.

Refunds and handling

For full eligible cancellation we refund the goods price and the least expensive standard outbound delivery charge offered (£120 inc VAT currently). If you expressly chose a more expensive delivery service, only the standard-delivery amount is refundable. A part-order cancellation is assessed separately without removing any statutory entitlement.

Refunds are made without undue delay. If we have not offered collection, the latest deadline is 14 days after we receive the returned goods or, if earlier, evidence you sent them back. If we have offered collection, the latest deadline is 14 days after you tell us you cancel. Refunds use your original payment method unless you expressly agree otherwise; no refund fee applies.

There is no blanket restocking fee, unopened/original-packaging condition or automatic refusal for installation. We may assess an evidenced reduction in value caused by handling beyond what is necessary to establish nature, characteristics and functioning, only as permitted by law and where required cancellation information was supplied. Use safe protective packaging for transport, but lack of the original packaging does not automatically defeat cancellation.

Genuinely made-to-specification goods

Only goods genuinely made to your specifications or clearly personalised are exempt from the statutory change-of-mind right. Selecting a standard stock size/colour or a standard option is not enough by itself.

Configured bi-folds or bespoke skylights must be assessed and the actual exemption disclosed before placing the order, with the agreed specification saved.

The exemption does not remove rights for damage, defects, misdescription or other non-conformity. Manual supplier approval does not waive consumer rights. We do not offer voluntary change-of-mind returns outside statutory rights unless expressly agreed.

Faulty, damaged or misdescribed goods

Goods must be of satisfactory quality, fit for any particular purpose made known to us where the law applies, and as described. Consumer Rights Act 2015 remedies apply to standard and genuinely made-to-specification goods alike.

You normally have a 30-day short-term right to reject non-conforming goods, starting the day after delivery and any other statutory conditions are met. Agreed repair or replacement can pause this period. After that, you may require repair or replacement unless impossible or disproportionate; we bear necessary costs and must act within a reasonable time without significant inconvenience. If the statutory conditions are met, you may obtain a price reduction or exercise the final right to reject, including after one failed repair/replacement or unreasonable delay.

For the repair/replacement and further-remedy rules, a fault appearing within the first six months is generally presumed to have existed at delivery unless that is inconsistent with the goods or fault. This does not extend the 30-day short-term rejection period. A refund following statutory rejection is due without undue delay and within 14 days after we agree you are entitled to it, by the original payment method unless you expressly agree otherwise, with no refund fee. Any lawful use deduction under the final-rejection rules is assessed individually; no use deduction normally applies within the first six months for these products.

Please report transit damage promptly and provide photos and the order reference if available; prompt reporting helps us investigate but is not a forfeiture deadline. Missing photos, an unmarked delivery note or later discovery does not by itself remove statutory rights. Avoid installing goods you reasonably believe are unsafe or damaged. We bear reasonable return/collection costs for a valid statutory faulty-goods remedy. Supplier transit-damage responsibility does not remove our responsibility to you.