

DiPerk Power Shipping & Returns Policy

Shipping

Delivery Options and Timings

We currently offer two delivery services within the UK:

1. Standard Delivery

- Orders placed before 4:00 PM (UK time): typically delivered within 3 working days.
- Orders placed after 4:00 PM (UK time): typically delivered within 4 working days.

2. Next-Day Delivery

- Orders placed before 4:00 PM (UK time): usually delivered next working day.
- Orders placed after 4:00 PM (UK time): usually delivered within 2 working days.

Delivery timeframes are estimates only and may vary due to stock availability, courier performance, or external factors beyond our control.

Shipping Charges

Shipping costs will be calculated and displayed at checkout before you confirm your order. Charges vary based on delivery method and order weight.

VAT

Prices displayed on the website exclude VAT. VAT will be applied at the applicable rate and clearly shown during the checkout process prior to order placement.

Returns & Cancellations

Your Right to Cancel

If you are a consumer, you have the right to cancel your order within 14 days of receiving the goods, in accordance with your statutory rights.

To cancel an order or request a return, please contact our Customer Service team at parts@diperk.co.uk

Return Conditions

Returned items must be:

- Unused and in their original packaging
- Accompanied by proof of purchase
- Returned within 14 days of receiving return authorisation

You are responsible for the cost of return shipping unless the item is faulty or sent in error.

DIPERK POWER SOLUTIONS: SHIPPING AND RETURNS POLICY

Refund Policy

- Refunds will be processed within 14 days of us receiving the returned goods.
- Original shipping charges and any handling fees are non-refundable.
- If applicable, a restocking fee of 30% may be applied to returned goods.
- Refunds will be issued to the original payment method.

Items Not Eligible for Return

We are unable to accept returns on:

- Customised or special-order items
- Sealed items that have been opened (unless faulty)
- Any item not in resaleable condition

Faulty or Incorrect Goods

If your order arrives damaged, faulty, or incorrect, please contact us within 48 hours of delivery. We will arrange a replacement, refund, or repair at no additional cost.

Contact Us

If you have any questions about this policy or wish to make a return request, please contact our customer service team:

- Email: parts@diperk.co.uk
- Phone: 0800 0730 424
- Returns address:

DiPerk Power Solutions
Kingsbridge Centre
Sturrock Way
Peterborough
PE3 8TZ