

Return & Refund Policy

At TankBuilder, customer satisfaction and product quality are at the core of everything we do. While we strive to ensure that every vessel arrives in perfect condition, we understand that issues may occasionally arise. This Return & Refund Policy outlines the terms under which returns and refunds may be accepted.

1. Return Eligibility

1.1 Defective Products

If a product is found to be Defective upon delivery, you may be eligible for a return or replacement under the following conditions (visual damage that occurred during transport must be reported and documented at time of delivery) :

- The defect must be reported within 7 days of delivery.
- The tank must not be installed, altered, or used.
- Clear photographic evidence of the damage or defect must be provided.
- The product must be in its original packaging (where possible).

1.2 Incorrect or Non-Conforming Products

If the tank delivered does not match the approved design or specification:

- Notify us within 7 days of delivery.
 - Include your order number and a description of the discrepancy.
 - Returns are only accepted if the item is unused and uninstalled.
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2. Custom Orders and Non-Returnable Items

All TankBuilder tanks are custom-built based on user-supplied information and specifications. Therefore, returns are not accepted for reasons such as:

- Change of mind
- Incorrect details provided during the order process (e.g., dimensions, connections, volume)

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- Late delivery due to shipping delays outside our control
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3. Return Process

To request a return or refund:

1. Contact our Customer Support at *admin@tankbuilder.ie* within 7 days of receiving the item.
2. Provide:
 - Order number
 - Date of delivery
 - Detailed description of the issue
 - Supporting photos or videos
3. Once approved, we will provide instructions for the return shipment.

Customers are responsible for safely repackaging the product for return. TankBuilder can help coordinate return shipping, and in certain cases, we may arrange collection.

4. Refunds

4.1 Approved Refunds

If your return is accepted and a refund is approved:

- Refunds will be issued to the original payment method within 7–14 business days after the return is received and inspected.
- Refund amounts will exclude shipping charges, unless the return is due to a TankBuilder error or manufacturing fault.
- In case of partial refund (e.g. minor issue with a functional tank), TankBuilder may offer a discount or credit instead of requiring a full return.

4.2 Order Cancellations

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- Orders may only be cancelled within 24 hours of confirmation.
 - After 24 hours, due to the bespoke nature of our materials and product cancellations are no longer eligible for a refund.
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5. Exchanges and Replacements

If the tank is confirmed to be defective or damaged, we may:

- Ship a replacement unit free of charge, or
 - Offer a full or partial refund, depending on the situation.
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6. Limitations of Liability

TankBuilder is not responsible for:

- Damage occurring during offloading or after delivery, such as during storage, handling, or installation
 - Improper installation or modification by third parties
 - Delays caused by courier companies or customs
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7. Contact Us

For all return and refund inquiries, please contact:

Email: admin@tankbuilder.ie
Website: www.tankbuilder.ie/returns