

Deposits & Refunds

Deposit and refund terms and conditions vary according to the brand of gas cylinder supplied, as follows; Adams Gas: A deposit is payable by you in respect of each cylinder provided to you by us. The total deposit sum must be paid to us in cleared funds or in cash before the cylinders will be released to you. The deposit paid for a cylinder will be refunded to you, in full when the cylinder is returned to us provided such cylinder is in as good an operating condition as it was on the date it was provided to you (fair wear and tear only excepted). If the cylinder is not returned in accordance with this clause, we shall be entitled to retain the Deposit. Hobbyweld: A deposit is payable by you in respect of each cylinder provided to you by us. The total deposit sum must be paid to us in cleared funds or in cash before the cylinders will be released to you. The deposit paid for a cylinder will be refunded to you, minus a £10 administration fee, when the cylinder is returned to us provided such cylinder is in as good an operating condition as it was on the date it was provided to you (fair wear and tear only excepted). If the cylinder is not returned in accordance with this clause, we shall be entitled to retain the Deposit. Calor Gas: By returning the cylinder(s) in good order, you shall be entitled, on presenting their Cylinder Refill Agreement, to a percentage refund of a proportion of the Refill Agreement Charge (deposit) as follows: Number of years from date of this agreement within which a cylinder is returned (and not exchanged for a replacement cylinder): 1 year – 50%, 2 years - 25% after this period, £7.50 for up to five cylinders returned at one time.

Deliveries / Shipping

Delivery charges will apply dependent on quantity of cylinders ordered, delivery location and how soon the stock is needed. Unless we have agreed to deliver, you are responsible for collecting the Goods from our premises in a safe and secure manner, baring in mind Dangerous Goods Transportation laws and ADR where applicable, and for bringing empty cylinders for exchange or deposit return to our premises where relevant. Where we deliver Goods to a location requested by the customer, our delivery drivers will only deliver to ground floor locations, at a designated loading/unloading area where there is reasonable and safe access to the delivery location. Our drivers have the right to refuse delivery. Express Gases do not install cylinders as a rule, if a customer requests our driver to install a cylinder, the customer accepts full responsibility for any risk, damage or injury. We do not accept any responsibility for damage, injury or loss suffered while our drivers are delivering to a location requested by the customer. Delivery times are given as a guide only. On occasion we may be out of stock due to circumstances beyond our control, such as supplier shortages, for which we are unable to accept any liability.

Returns Policy

In the unlikely event that you are not completely satisfied with your purchase, you should return the Goods (sealed and unused) within 10 days of receipt in their original packaging undamaged in any way, and we will refund the full purchase price. Should the goods be incorrect, faulty or damaged, we will meet the cost of return and replace or exchange any such goods.