

# Terms and Conditions

For full terms and conditions please download our PDF

## **Making A Purchase ---**

Ordering on-line, just browse our website, and click on any items that you wish to buy and click 'Add to Cart'. After you have finished your selections, click on 'Checkout' and you will be asked for a few details that we need to be able to satisfy the order.

We accept Paypal, Visa and Mastercard, cheque or bank transfer. If you are unhappy about placing an order using a card on-line, please call +44 (0)1952 586330 to speak to a customer services representative. Backordered items are not charged until they are shipped. Please note that cheques will take 6 business days to clear and goods will not be despatched until we have received your receipt of payment.

Please Note -

- Unfortunately, at this moment in time we are unable to accept credit card for international (non-UK) orders, unless we have had contact with the customer by telephone, and the delivery address is the same as the billing address. This is to prevent credit card fraud.
- All orders will also require a contact telephone number before despatch. We completely believe in data protection. This is for carrier purposes only and will not be used for any other purpose. Although this is not yet a field that our shopping cart hosts can make mandatory we still require this information via email.

## **Shipping And Handling ---**

UK: Small orders are sent by Royal Mail, larger orders are sent with UKMail. Delivery days are Monday to Friday only. For stock orders, next day delivery, orders must be received before 12.00pm Monday to Thursday, Friday orders for Monday. After this time orders will be dispatched on the following working day. Please allow a maximum of 4 days for our standard delivery within the UK.

International: Please call or email for delivery schedules & costs on International orders.

If your item is not in stock, we will contact you by either telephone or email with a lead time and the option to cancel your order if you would rather not wait.

## **Tax Charges ---**

For orders made from the UK or the European Union, 20% VAT is included. Overseas orders may be subject to import duties and taxes, which are levied once the order reaches your country. Charges for customs clearance must be borne by you.

## **Online images ---**

Images are shown for illustrative purposes only, please refer to description for details of product specification.

## **Warranties & Returns ---**

All items carry a minimum of 1 year's warranty against failure and defects under reasonable operating conditions.

Goods are not supplied on a trial basis. Faulty goods will be refunded or replaced upon request. Please notify us of any damages or discrepancies within 3 days of receipt for a refund. If you are not completely satisfied with your purchase or it arrives in a damaged condition, please phone Adesas on +44 (0)1952 586330 for advice. If we cannot resolve the issue by telephone we will issue an RMA (return materials authorisation) number. Further instructions will be issued when the RMA is provided. Do not return product without an RMA number.

In the event of a warranty claim, our engineers will decide whether to repair or replace the product. Please note that we are not responsible for return shipping, labour or other consequential losses of a warranty claim as set out in our standard terms and conditions of business.

In the event of you wishing to return a product, please call +44 1952 586330. All returns must be in a perfect, unused, re-saleable condition with original packaging. Returns may be subject to an administration and restocking fee.. E.&O.E. Opened items can only be exchanged if faulty. For items that are incorrectly ordered, there will be a carriage charge from our carriers to collect and return the item to us. This is usually double the standard delivery costs.

***Right To Cancel Policy ---***

You have the right to cancel the contract for whatever reason within 7 working days from the date you receive the goods. An exemption to this is when we supply goods made to your own specification or personalised for you. If you cancel the order we will reimburse you as soon as possible and, in any event, within 30 days of the notice of cancellation. Goods should be prepaid to our base. You should request a RMA number from us prior to returning the goods

We reserve the right to refuse to sell to any customer of our choice.

***Remittance Terms ---***

All goods remain the property of Adesas until paid for. All payments must be received and authorised before shipment.

***Reaching Us ---***

If you need to reach us, please email us on [sales@adesas.co.uk](mailto:sales@adesas.co.uk), alternatively, you can call on +44 (0) 1952 586330 or fax us on +44 (0) 1952 586330 or write to us at Adesas Ltd, Unit 9 Station Road, Madeley, Telford, Shropshire, TF7 5EF, United Kingdom.

***Privacy Policy ---***

Adesas Ltd do not disclose buyers information to third parties. Cookies are used on this shopping site, but only to keep track of the contents of your shopping cart once you have selected an item. Data collected by this site is used only to – Take and fulfil customer orders.