

AR-EL

Workshop Equipment Ltd

PO BOX 200
WESTHILL INDUSTRIAL ESTATE
ABERDEEN
AB32 6GW

Tel: 01224 749051 FAX: 01224 749051 Email : sales@workshop-equipment.co.uk
View products on our website at www.workshop-equipment.co.uk

TERMS AND CONDITIONS

Purchase of Goods

- 1.0 Goods up to a value of £700 exclusive of VAT can be purchased using cards (acceptance of card orders are at the discretion of AR-EL Workshop Equipment Ltd and the card processor)
- 1.1 Goods over the value of £700 exclusive of VAT shall be paid using cheque or BACS
- 1.2 International orders shall be paid by SWIFT
- 1.3 Where payment by card is accepted at the discretion of AR-EL Workshop Equipment Ltd for orders over £700 exclusive of VAT, a card surcharge of 3 percent applies
- 1.4 We endeavour to deliver all orders within 5 working days, and in majority of orders next working day. Where delivery is expected to be more than 5 working days we will inform you
- 1.5 Carriage charges are applied based on weight and size of goods.
- 1.6 Carriage surcharges are applied to some UK postcodes and Islands. These are displayed on our website

Return of Unwanted Goods

- 2.0 Unwanted goods must be returned within 28 calendar days
- 2.1 A restocking charge of 20 percent applies (£20 exclusive of VAT minimum charge)
- 2.2 Returned goods must be un-used, in original packaging in good condition (in a re-saleable condition)
- 2.3 Original and return carriage costs are non-refundable
- 2.4 Customer shall organise and pay return carriage
- 2.5 Goods valued over £700 exclusive of VAT are normally ordered from manufacturers to satisfy customer orders and therefore cannot be accepted back into stock
- 2.6 Refunds can only be made using the original payment method to the same account

Warranty Claims

- 3.0 Warranty is provided for faulty materials and workmanship
- 3.1 Warranty period is normally 12 months from date of order, but may vary due to individual manufacturers policies
- 3.2 In the first instance we endeavour to resolve all warranty issues by telephone and email
- 3.3 Where parts are required these are supplied at the discretion of the equipment manufacturer
- 3.4 When goods have to be returned for repair, customers shall organise and pay for carriage to either our premises, or the manufacturers premises.
- 3.5 Customers are not liable for carriage of the repaired goods back to themselves (unless repair is required due to customer negligence)