

Terms and Conditions

Written by Administrator

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Terms And Conditions

All goods supplied carry the standard manufactures warranty from date of purchase. (This varies depending on manufacturer so ask if unsure). If we carry out the installation the the warranty starts on date of install. If the goods are installed by the customer or 3rd party not booked through ourselves then there will be a limited warranty. (if damaged by customer/customers installer.)

Orders placed will be despatched by the next working day unless out of stock. If the item ordered is not in stock and cannot be despatched within a reasonable period than an alternative will be offered. If there is no suitable alternative then a refund will be given.

If a product ordered includes installation we (the installation company) will contact the customer and arrange a suitable appointment. We endeavour to carry out the installations withing 5 working days of placing the order. If the situation arrises where we cannot cover the installation for geographical reasons the a refund will be given. If unsure please contact us before placing the order. If an installation is cancelled by the the customer within 48 hours of the shceduled appointment then a cancellation fee may be applied.

Returns Policy

-You can cancel an order within five working days after we have received it. You can return new, unopened items from a cancelled order within 7 days after they have been delivered to you. Items should be returned in their original packaging. If an item is returned with the packaging open or damaged then a 30% handling fee will be applied. If the item is returned incomplete then no refund will be given and the goods will be returned to the customer.