



*****2011 Returns policy*****

Due to increased costs to the business we have to apply a more formal returns policy to help reduce unnecessary overheads. We do hope that we have all customers understanding and I am sure you will appreciate that we have no alternative to ensure that we are able to continue offering competitive pricing.

- Goods not required; returned within 14 days from invoice date will be subject to £8.00 collection charge
- Goods not required; returned after 14 days subject to 20% handling charge + £8.00 collection charge
- Goods not required; returned after 90 days no credit will be arranged
- Goods received damaged; collected at our cost (all damages must be notified within 48hrs)
- Goods supplied wrong; collected at our cost
- Warranties; collected at our cost- please note compressor warranties to be returned along with compressor warranty sheet which is located in each compressor box

The above applies to all returns, should you return the item on your own carrier then we would not charge the collection charge. Please remember that any item that is no longer required has to be re-packed accordingly so the above goes some way to cover costs but by no means covers all our costs.

We trust that we have your understanding, should you have any queries then please do not hesitate in contacting us.

Thank You

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*****2011 Carriage policy*****

We have assessed our carriage costs over the last 24 months against cost of items despatched and have decided that to offer the best prices possible we must alter the carriage terms accordingly.

- All purchases over the value of £40.00 will be despatched free carriage on a standard next day delivery service (to mainland UK only excludes north of Dundee.)
- Should you require a timed delivery on an order of £40.00 or more then the following charges will apply;
 1. 12 am delivery= £5.00 charge
 2. 10.30am delivery= £10.00 charge
 3. 9am delivery= £20.00 charge
 4. Saturday am delivery= £20.00 charge
 5. Northern Ireland/Scotland (North of Dundee) 1-2 day service only= £10.00
 6. Southern Ireland 2 day service only=£15.00
- All purchases under the value of £40.00 will be subject to carriage of £5.00 for standard next day delivery.
- Should you require a timed delivery on an order under £40.00 then the following charges will apply;
 1. 12 am delivery= £8.00 charge
 2. 10.30am delivery= £10.00 charge
 3. 9am delivery= £20.00 charge
 4. Saturday am delivery= £20.00 charge
 5. Northern Ireland/Scotland (North of Dundee) 1-2 day service only= £10.00
 6. Southern Ireland 2 day service only=£15.00
- We do hope that the above meets with all customers approval and can assure you that we will continue to do our utmost to continue improving all levels of service that we offer.