

TERMS AND CONDITIONS – IMPORTANT PLEASE READ

SITE PURPOSE

The purpose of this site is to allow you to select and purchase goods offered by this site. As a user you will be able to access material on most areas of the site without registering. We do, however, reserve the right to refuse to sell products to any user for whatever reason. We may exercise this right without notice.

CONTENT RIGHTS

The copyright and all other rights of all the material on and relating to this site, remain the property of the owner. As a visitor to this site, you may retrieve and display content from the site on a computer screen and print out individual pages from the site on paper for the sole purpose of placing an order with us or using information from the website for the selection (including but not limited to website design, text, graphics, the selection and arrangement thereof, and all software compilations, underlying source code and software) are owned by us or their content and technology providers or the material is included with the permission of products, but copying, modifying, or transmitting for any other purpose is strictly prohibited except with prior written permission from us. You may not commercially exploit any of the content. You acknowledge our respective trademarks and trade names and that you may not use them.

IMAGES

Images are as a guide only. The delivered product may vary.

CHANGES TO TERMS

We reserve the right to make changes at any time to any part of these Terms and Conditions.

All such changes will be published in the text on this site. If you use the site after any changes have been published you are agreeing to be bound by those changes.

CHOICE OF LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with English Law. The parties irrevocably agree that the courts of England shall have exclusive jurisdiction to settle any dispute that may arise out of, under, or in connection with the use of this site and the purchase of goods from us, and to submit all disputes to the jurisdiction of the English courts.

DISCLAIMER

Except as specifically stated on the site, to the fullest extent permitted by law, neither arising out of or in connection with the use of this site or the information shown on the site. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential we or any of its directors, employees or other representatives will be liable for damages, loss of income or profit, loss of or damage to property and claims of third parties.

LIABILTY

Catercare Limited, will not be liable for any loss or damage (loss of profit or otherwise) or any other claims for compensation.

PRICING

All Prices will be quoted on this Website at the current price on the date of order excluding VAT at the current rate.

PRIOR TO ORDERING

As the customer it is your responsibility to check the measurements of the goods you are buying to make sure there is suitable space in the location that the item is going to be positioned. This includes checking that there is suitable access to this location.

It is also your responsibility to check that the correct electrical | water and waste | gas services required for the items you are purchasing are suitable and in place of the proposed items position prior to placing your order.

WHEN ORDERING:

Goods may be ordered by telephone or e-mail.

Please quote your official order no and clearly identify your requirements giving Make & Model Numbers as shown on the quote.

HOW TO PAY:

Payment can be made by Credit Account, Credit Card, Switch, BACS, CHAPS, Bankers Draft, Company Cheque (Subject to Clearance).

DELIVERY OF GOODS

Estimated delivery from receipt of your signed confirmation & payment: 7-10 days *(Subject to stock availability)*

GOODS BEING DELIVERED DIRECT TO SITE

In the instance that goods are to be delivered direct to site prior to being installed, we will contact you to inform you of the proposed delivery date time. As the customer it is your responsibility to ensure you are available to collect the delivery at this time.

If the buyer fails to take delivery of goods the Company shall be entitled to be paid for the goods as though they had been duly delivered.

Delivery of goods included is to curb side only; the goods will be delivered to the nearest and safest point to your property. Please ensure that there is sufficient man power on site to move the goods. The driver is not permitted to do this for you.

As the buyer it is your responsibility to inspect the goods at the time of delivery. The Company accepts no responsibility for alleged non-delivery, shortfall of goods, damage on delivery or other discrepancy unless notification in writing is received within 24 hours from the date of delivery. In the absence of such notification the Buyer shall be deemed to have accepted the goods.

Once the items have arrived to site you are then required to contact us via telephone to arrange the installation date I time.

GOODS BEING DELIVERED TO OUR WAREHOUSE

Once the items have arrived to our warehouse we will contact you via telephone to confirm a suitable installation time I date at your convenience the goods will then be loaded on to our personal transit and the engineer will contact you to inform of our approximate time of arrival to you.

INSTALLATION OF GOODS

Installation of goods is to services pre-fitted within a one meter radius. Upon installing the goods we will require uninterrupted access to the proposed install area weekdays between our working hours of 9:00am to 17:00pm. It is your responsibility to ensure that the area is hazard free and ready for the installation with all the required services in place.

We do not remove existing items being replaced by new equipment such items will simply be disconnected and moved to a suitable position ready for you to arrange for independent collection and disposal.

RETURNS POLICY

Goods dispatched to the buyer and subsequently accepted for cancellation by the company will be subject to an abortive delivery charge, as well as any cancellation charge deemed necessary by the Company.

The company at its absolute discretion may agree to return of goods by the buyer provided that the goods are returned at the buyers expense, in the same condition and in the original packaging as of the date of dispatch by the Company or their agents.

RESTOCKING POLICY

Any goods agreed by the company as acceptable for return for any reason (excluding faulty goods) will be subject to a restocking charge of 20% of the net invoiced price over £100.00, whichever is the lower, together with the reimbursement of any expense incurred by the company as a consequence of the return of said goods to the company's stock. (Restocking policy not applicable to bespoke fabricated products).

TERMS OF WARRANTY

The manufactures warranty will be voided if the equipment is not installed, repaired with genuine parts and regularly maintained as per the manufactures recommendations by authorised technicians.

TERMS OF PAYMENT

Our standard credit terms for service repair work and parts provided by Catercare Limited are thirty days from the date of invoice

MONIES OUTSTANDING BEYOND OUR NORMAL TERMS OF CREDIT

Any account outstanding beyond our normal credit terms, which are thirty days from the date of invoice will be deemed overdue. Each correspondence necessary to obtain a full and final settlement will be subject to a £30.00 charge per invoice which will be added to the outstanding balance.

INTEREST CHARGE ON OUTSTANDING AMOUNTS

All monies overdue will be subject to accrued daily interest at 8% over the current bank base rate which will be added to the outstanding invoice.

RETENTION OF TITLE

All goods and service/repair parts will remain the property of Catercare Limited until the price has been paid in full and the customer shall remain a bailee only until the full payment is made.