
AUK DISTRIBUTION LTD. STANDARD CONDITIONS OF SALE (SPARE PARTS)

1. General

1. All goods remain the property of AUK Distribution Ltd. until payment has been received in full.
2. All products come with at least a 3 month warranty, unless otherwise stated.
3. We reserve the right to decline any order for any reason.
4. These terms are governed by the laws of England and Wales and any disputes will be decided only by the courts of England and Wales.

2. Returns

1. If your goods arrive faulty or damaged, or a fault becomes apparent in the first 2 days after delivery, we will either provide a full refund within 30 days of notification or dispatch new goods as soon as possible. A restocking fee may be applicable if any goods are returned:
 - i) incomplete,
 - ii) for commercial / non-technical reasons,
 - iii) without receiving prior authorisation from AUK Distribution Ltd.
2. If your goods are not faulty, but you simply do not want them, authorisation to return is given entirely at the sole discretion of AUK Distribution Ltd. Any refund will be provided within 30 days of receipt of the returned items. Returning of unwanted goods is the responsibility of the consumer, otherwise collection costs of the unwanted goods will be deducted from any refund. Postage and Packing charges are a separate contract and are deemed as a service that has begun and has been completed and therefore will not be refunded, unless stated otherwise by a representative of AUK Distribution Ltd.
3. If a returned product is no longer stocked by us and is irreparable / irreplaceable, you may be offered an alternative / higher specification device at extra cost to you, the purchaser, or a full refund.
4. A returned item that has been obviously damaged or is incomplete will be returned immediately, incurring processing, handling and shipping fees for the purchaser, which will be charged at a discretionary rate as determined by AUK Distribution Ltd.
5. The responsibility of proof of safe delivery to AUK Distribution Ltd. shall rest with the purchaser.
6. AUK Distribution Ltd. will not accept goods for credit or rectification unless such return has been authorised. Any item returned as faulty and found to contain no fault will be subject to a charge and will be returned.
7. If approved by a representative of AUK Distribution Ltd., a full credit will only be given on items returned within 30 days from purchase.

3. Order Delivery & Cancellation

1. All orders should be checked immediately upon receipt. Shortages or damaged items must be reported within 7 days of receipt.
2. If your goods fail to arrive within 28 days of dispatch, you will have the option of either a full refund or a replacement shipment.
3. Where an incorrect address has been given to AUK Distribution Ltd. with an order we reserve the right to charge for any extra carriage costs incurred.
4. You have the right to cancel your order at any time before receipt of goods. If you cancel your order before goods have been dispatched, you will be refunded in full less any costs incurred by AUK Distribution Ltd. up to and including the date of your cancellation. If you cancel your order after the goods have been dispatched, you will be refunded less any costs incurred up to and including that date and less any shipping charges, as the shipping contract is deemed to have been completed.

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4. Privacy

1. We do collect the information given at the time of your order. This information is not disclosed to any third party and is only collected by AUK Distribution Ltd. for the purpose of processing orders, tracking orders or tracing warranty / returns information.
2. We do not email customers except in connection with your order, you will receive no newsletters, special offers or other unsolicited 'spam', unless requested by subscribing to our newsletter.
3. All information is collected lawfully and in accordance with the Data Protection Act 1998.
4. If you have any questions about information privacy at AUK Distribution Ltd. please contact info@aukdistribution.com

6. Value Added Tax (Sales Tax)

1. For all customers in the UK (and other European Union countries) VAT is charged at 20%.
2. Our VAT registration number is 971 5651 01.

7. Pricing

1. If an order is placed for an item with an erroneous price, and the erroneous price is less than the correct price of the item, we reserve the right to offer to process the order at the correct price or the opportunity for the customer to cancel the order.
2. Prices on orders for out-of-stock items are valid for one week after the order is placed. If the price changes when stock becomes available customers will be informed of the change before payment is processed and offered the opportunity to cancel the order.

8. Security

1. If you have any questions about security at AUK Distribution Ltd. please contact info@aukdistribution.com

We aim to offer a top quality service at the best price possible.
In order to do this we need to reserve the right to change the above policies at any time.

The above policies are part of our commitment to high quality service.
They do not affect your statutory rights as a consumer.