**Terms & Conditions**

By ordering any goods and or services on this website you will have read, understood and agreed to our Terms & Conditions.

​**Pricing:**

​All pricing is online only and subject to receiving pre-payment. Any goods and or services booked by other means may incur additional charges.

​We reserve the right to charge for any additional expenses incurred in completing any service provided by us or by any third party persons contracted by us. Examples include parking issues; inability or failure of the customer to receive the delivery of any goods and or services; occupational health and safety issues; access issues; limited or difficult workspaces. Where any additional parts and or labour are required but not agreed to by the customer, the goods only that have been paid for will be left on site and the service will not be completed. Any returns to complete the service will incur additional charges.

​**Orders and Cancellations:**

All orders are final and will be processed and filled as quickly as possible.

​Any request to change incorrect orders must be made as soon as possible after the error is found and be made in writing to us via email. Acceptance will be at our discretion and charges may apply.

​Any requests for cancellation of any order will need to be made in writing to us via email and acceptance will be at our discretion. Charges will apply to cover bank fees, restocking fees and any other expenses incurred. Any special orders or non-stock items will not be cancelled.

​We will not be liable for any product ordered that is unsuitable for the application or the requirements of the customer.

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**Supply and Delivery:**

​Supply and or delivery of any goods and or services will be made in reasonable time. Where timing for supply and or delivery of any goods and or services is critical, please enquire before ordering. We will not be liable for any delays in the supply and or delivery for any goods and or services.

​Deliveries of any goods and or services will require an authorised person onsite to receive the goods and or services. Inability or failure of the customer to receive the goods and or services will incur additional charges for return deliveries and or alternative bookings. Deliveries of goods and or services will only be made to a safe and manageable position on site.

**Payments and Extra Charges:**

​All payments are to be made by the owner of the account used for the transaction.

​Where extra charges are incurred, full payment must be paid prior to delivery of goods.

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**Claims and Returns:**

​Any claims for incorrect, incomplete or damaged goods must be submitted to us in writing via email within 48 hours of delivery. Claims made after this time will not be accepted.

​Any requests for return of goods will need to be made in writing via email and acceptance will be at our discretion. Returned goods must also be complete, undamaged and in new and original condition, including packaging. Goods will be checked and tested before any refunds are given - charges will apply to cover bank fees, restocking fees and any other expenses incurred.

​Any special orders or non-stock items will not be returned.

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**Warranties:**

​Any claims for warranty must be made immediately after a problem is realised.

​Any warranty claims for products under manufacturer’s warranties or any other warranties must be made to the manufacturer.

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