

Prolift Access (otherwise referred to as 'we', 'us' or 'our') draws attention to the following sales terms and conditions for any e-shop orders placed via the website [www.proliftaccess.co.uk/shop](http://www.proliftaccess.co.uk/shop). These sales terms apply to all orders of items from Birchwood Price Tools trade brands including Van Vault, Defender, Rhino, Scruffs, Punk, Holdon and Load-Eze.

### **1. PLACING AN ORDER**

**ONLINE:** All products are available to order online. Payment online can be taken by credit/debit card or via Paypal. Select Paypal as your payment gateway at the checkout, and you will be given the option of paying by card or Paypal.

For an online payment to be approved, the address given must match the registered billing address for the card being used. If you encounter any technical problems, or if you require a different delivery address, you can place your order over the telephone.

**TELEPHONE:** Call us on 01823 653927 or email [sales@proliftaccess.co.uk](mailto:sales@proliftaccess.co.uk) with your order and contact details to request a call back. To approve a card payment over the phone, we require the card's registered billing address as well as the delivery address (if different).

### **2. RECEIPTS and INVOICES**

We supply a full VAT invoice by email for every sale, along with a copy of your card receipt for any orders taken over the phone. These can also be sent out in the post if requested. Copy invoices can be requested by calling 01823 653927 or emailing [sales@proliftaccess.co.uk](mailto:sales@proliftaccess.co.uk).

### **3. DELIVERY**

Standard delivery charges are included in the price of any items costing £120 (excluding VAT) or more. Smaller items will have an additional delivery charge of £9.96 (excluding VAT) per order.

Please note that standard deliveries can be made to mainland UK addresses only. For deliveries to Northern Ireland, the Isle of Man, the Channel Islands or the Scottish Highlands, an additional delivery charge will be required. Please contact us on 01823 653927 or [sales@proliftaccess.co.uk](mailto:sales@proliftaccess.co.uk) to check whether we can deliver to your area.

Standard delivery is 1-2 working days from receipt of order, for all items in stock. If an item is out of stock, we will let you know by email or telephone within one working day of the order being placed. We will give you an estimated waiting time and, whenever possible, an estimated delivery date.

- **Please call us on 01823 653927 or email [sales@proliftaccess.co.uk](mailto:sales@proliftaccess.co.uk) if you want to check on stock availability before placing your order.**

Out-of-stock items will be reserved and dispatched on a next-day delivery as soon as the new stock arrives. Orders placed on reserve can be cancelled at any time prior to dispatch, and customers will receive a full refund.

Deliveries are normally only made from Monday to Friday. Orders cannot be processed at weekends, on Bank Holidays or during our annual Christmas period shutdown.

We will try our best to meet the delivery estimates we give you, but shall not be responsible for any failure to deliver ordered products within these stated timeframes so long as we deliver your products within 30 days of receiving payment from you (or within any longer period we have expressly agreed with you). We will let you know if we cannot deliver your products within this timescale, and give you the opportunity to either wait for the products or cancel your order. If you choose to cancel, we will give you a full refund.

We strongly recommend that you do not book fitters or tradesmen until your order has actually been delivered and checked by you. We cannot be held responsible for any charges incurred with fitters or tradesmen due to non-delivery of an order or because you have not checked your delivery before booking their services.

### **4. NUMBER of DELIVERIES**

We will always try to make one single delivery to you wherever possible to minimise any inconvenience. If your order contains a mix of products with different delivery lead times, the longest lead time will apply to the whole order. However, making a single delivery may not always be possible. If you require in-stock items sooner than this, contact us on 01823 653927 or [sales@proliftaccess.co.uk](mailto:sales@proliftaccess.co.uk) and we will try to help.

## 5. RECEIPT of DELIVERIES

All deliveries must be received and signed for by a person over the age of 18. If no-one is available to take the delivery, the courier will leave a card with follow-up information and details for you to call.

Couriers will also usually attempt a follow-up delivery the next working day. If you know in advance that no-one will be available to sign for delivery, contact us on 01823 653927 or sales@proliftaccess.co.uk. We may be able to take the delivery at one of our depots for you to collect, or offer suggestions for alternative delivery arrangements.

## 6. FAULTY PRODUCTS and PRODUCTS DELIVERED DAMAGED

In the unlikely event that a product is faulty or not as described, or is delivered damaged, you must contact us within 48 hours of delivery of the goods in question. Call us on 01823 653927 or email sales@proliftaccess.co.uk with your order number and details of the problem. We shall have no liability for products damaged or missing from your order if you haven't notified us within 2 working days of receiving delivery.

Customers are advised to check items are in good condition upon delivery, and that the number of items matches the quantity being signed for. If the goods have been damaged in transit, we request that you email us photos of the damage to sales@proliftaccess.co.uk immediately. If the goods are deemed to be faulty or damaged, we will arrange a collection and replacement.

Customers are not entitled to a refund, repair or replacement if they accidentally damage the item; if they misused it and caused a fault; or if they tried to repair it themselves or had someone else try to repair it.

## 7. MANUFACTURER WARRANTIES

Details of any manufacturer warranty will be included with the paperwork in your delivery. Please keep this safe, as it will contain the information you will need if you think you need to make a warranty claim. If in any doubt, call us on 01823 653927 or email sales@proliftaccess.co.uk for advice.

## 8. CANCELLATIONS and RETURNS

If you wish to cancel an order after receipt of the goods, you must contact us by calling 01823 653927 or emailing sales@proliftaccess.co.uk within 48 hours of delivery. Please provide us with your order number, delivery postcode and telephone number.

Please note that if you want to cancel your order after the product has been delivered, you will be responsible for returning the product at your cost and within 7 days of the cancellation of your order. Alternatively, we can arrange for collection of the product by our nominated carrier. Prices for this service are available on request.

The goods remain the customer's responsibility during transit and until signed for at the return address provided. Customers have a statutory duty throughout the cancellation period to retain possession of the goods and take reasonable care of them.

We reserve the right not to offer a refund if the goods returned are not in a fully resaleable condition. We ask that goods are returned with their original packaging, complete with all parts and instructions. If you have opened the product to examine it, you must not have damaged or marked the product in any way.

- **Please note that unless you have a faulty or defective product, any cancellations/returns and refunds are at the manufacturer's discretion - please call us on 01823 653927 or email sales@proliftaccess.co.uk.**

If we do accept a return of the product it must be returned in its original condition within 7 days of the date it was delivered to you. Unless otherwise agreed with us, you will be responsible for returning the product at your cost and a 20% restocking charge may be deducted from the amount to be refunded to you. This is to cover administration costs, inspection of returned goods, and operational expenses of restocking the goods.

It is the customer's responsibility to check they have the correct electrical supply for any heaters or other electrical goods ordered online.

Refunds will be paid to the payment card used to place the order. We are permitted to reduce your refund to reflect any reduction in the value of the products which are due to the manner in which you have handled them.

Customers have a legal right to a refund, repair or replacement if an item they purchased does not match its description, is not of satisfactory quality or is not fit for purpose. They are not entitled to a refund if they accidentally damage the item; if they misused it and caused a fault; or if they tried to repair it themselves or had someone else try to repair it.

Your statutory rights as a consumer are not affected by any part of these terms and conditions.