



**Nuts & Bolts Ltd, Unit 10, Longton Industrial Estate, Winterstoke Road, Weston-super-Mare,  
North Somerset BS23 3YB**

**01934 416765**

### **Prices**

All prices quoted online include UK VAT where appropriate. We make every effort to keep the prices up to date but we reserve the right to change prices at any time without notice. It may be that prices are incorrectly quoted or changed due to external circumstances. We have no statutory obligation to sell goods at the price quoted if that price is incorrect.

### **Delivery**

Orders are always shipped at the first opportunity. If an item is not in stock it may be necessary to order that item from one of our suppliers before it can be dispatched in which case deliveries can be delayed.

### **Payment**

We accept payment by all major credit and debit cards. We no longer accept personal or business cheques.

All invoices will be provided with the order as it is shipped. If incorrect payment details are supplied we may contact you to ascertain the proper details. We reserve the right to refuse acceptance of payment details if we think they are being used fraudulently.

### **Product information & Images**

We make every effort to ensure that the product information we use is accurate and up to date, however images and descriptions should not be deemed accurate. Confirmation of details can be obtained by contacting us directly.

### **Order cancellations**

You are free to cancel your order at any time and for any reason before it is dispatched.

To cancel your order we need explicit instructions from the person who placed the order either by Email or by phone. An order may not be cancelled after it has been dispatched or while it is in transit, but must be treated as a return. In this eventuality a refund will be provided when the goods are returned to us.

### **Unwanted or unsuitable goods**

You are free to return unwanted goods in new & unused condition for 10 days after delivery. You will be entitled to your choice of an exchange or a full refund (of goods value only) to the original payment card.

The customer must meet the cost of returns postage for unwanted goods.

We cannot accept responsibility for goods in returns transit, and so we recommend that you use registered post or an otherwise insured method.

### **Exchanges procedure**

If you are returning goods for an exchange we would normally have to wait for the goods to arrive with us and inspect them before we can send out the replacement. However we recognise that sometimes an exchange must be made quickly and so we can send out a replacement immediately. We must take payment for the replacement but as soon as the return arrives we will give you a refund on that cost.

**Damaged or defective goods** You are free to return defective goods in new & unused condition for 10 days after delivery. You will be entitled to your choice of an exchange or a full refund to the original payment card. We will meet the cost of returns postage for defective goods. We may arrange for a courier pickup of the goods or we can refund your postage expenses (within reasonable limits) upon return delivery. Please note that the warranty given by both us and the manufacturers of our products will only cover parts. Labour charges and other costs are not covered.

#### **Broken goods under warranty**

You are free to return broken goods under a warranty claim for the full warranty period after delivery. Your goods may be repaired or replaced, or you may be offered a refund depending on the decision of the manufacturer. We will send the goods to the manufacturer for assessment but the final decision lies with the manufacturer and you may have to wait for their tests to be completed.

The customer must meet the cost of returns postage for warranty claims. We cannot accept responsibility for goods in returns transit, and so we recommend that you use registered post or an otherwise insured method.

#### **Incorrect goods despatched**

Occasionally the wrong item is sent to a customer. You are free to return these goods in new & unused condition for 10 days after delivery. You will be entitled to your choice of an exchange for the correct item or a full refund. If you have been mischarged, we will correct the discrepancy. We will meet the cost of returns postage for incorrect goods.

We may arrange for a courier pickup of the incorrect goods or we can refund your postage expenses (within reasonable limits) upon return delivery.

#### **Out-of-stock Policy**

We strive to ensure that everything offered for sale on our website is in stock. However, it may happen that a product goes out of stock before we are able to update the website with that fact. If so, we will inform you as soon as possible in order that you may decide whether you wish to place the item on back-order or cancel the order. All advised delivery dates are still only estimated and we accept no liability for costs incurred due to delayed delivery times.

If the goods are likely to be out of stock for some time, we would advise you accordingly. If a part becomes unavailable we may transfer, assign, charge, sub-contract or otherwise dispose of a Contract, or any of our rights or obligations arising under it, at any time during the term of the Contract / Sale.

#### **Important**

Exchanges will only be made where the same item is available in stock at the same price as the original. Items bought at special offer prices cannot be subsequently exchanged for identical items on sale at higher prices. If an item is not available a full refund may be the only option.

Any returned goods must be returned in new & unused condition unless a warranty claim is being made.

We reserve the right to refuse returned goods if necessary.

Where a full refund is the suitable course of action we have a statutory obligation to refund payment to the card used to pay originally within 30 days of the return of the goods. However we do not believe it is right to hold your money for longer than necessary and so a

refund will be provided as soon as possible. Note: Refunds are processed by credit & debit card companies less quickly than sales. A refund may take up to 10 days to appear on your statement after it has been authorised.