



Conditions of Sale - Shop Sales

(Excluding Special Orders, Non-Stocked Special Order Items & Direct Deliveries)

(These do not affect your statutory rights)

SIMBLES STAFF MEMBERS HAVE THE UNFETTERED DISCRETION TO REFUSE THE SALE OF ANY PRODUCT.

Goods purchased may be returned for EXCHANGE OR CREDIT ONLY, if returned within 14 days from the date of purchase, providing they are still as purchased and accompanied with an official receipt. NO CASH OR CREDIT/DEBIT card refunds will be allowed. Claims for **DAMAGE** or **SHORTAGES** must be made within **TWO WORKING DAYS** of purchase, and may be made by telephone, email or in person.

Specially ordered goods cannot be returned for exchange, credit or refund (please see additional terms & conditions below). All Goods returned may be subject to a RE-STOCKING/HANDLING CHARGE of a minimum of 20%.

SPANNERS, SOCKETS, HEXAGON KEYS, DRILL BITS, THREADING TAPS & DIES AND/OR ANY ITEM WHICH MAY BE USED AND THEN RETURNED AS UNSUITABLE CANNOT BE ACCEPTED BACK FOR CREDIT/REFUND.

An exchange may be offered at the discretion of the store manager. (This does not affect your statutory rights).

Products are sold with their respective manufacturers guarantee period unless specified. All claims are at the discretion of the manufacturer/importer/distributor and NO REPLACEMENT/EXCHANGE/CREDIT or REFUND will be made without written permission.

No compensation can be claimed against Simbles for any losses arising from any claim.

Special Orders Additional Terms & Conditions of Sale

(These conditions are in addition to the Simbles Group standard terms and conditions of sale)

Cancellation, return or refund of any special order, non-stocked or Supplier direct deliver item cannot be allowed. Special Orders (For the avoidance of doubt the Simbles group definition of Non-Stocked item is defined as, but not limited to: An item, product or service that has been especially ordered on behalf the customer, that in the case of an item is not normally held regularly or previously held in Simbles tock holding, a product or service provided by a third party on behalf of or in conjunction with Simbles, Spare Parts and Supplier Supplied Direct Shipment items. These items may, but not exclusively be: Items which may be too large, heavy, delicate/Fragile or valuable to be held in stock or shipped from Simbles). If the purchaser does not accept delivery or collection of the item, then the company reserves the right to charge the purchaser for the goods as if they had been collected or delivered. After a period of 28 DAYS the company reserves the right to charge any balance due (including any additional carriage costs and/ or storage charges that may be applicable) to the credit/debit card given at time of ordering or where no credit /debit card is available to resell the goods without return of any deposit. The purchaser will be informed of any charge and a copy of the sales voucher will be forwarded.

The company reserves the right to levy a handling charge to the supply of goods, once ordered, by official order or special order and deposit paid partly or in full.

The company will use all reasonable endeavour to execute the order, but if it proves impossible, impracticable or uneconomical to carry out or complete the order, the company reserve the right to cancel the contract in its entirety or cancel any outstanding items thereof. The customer will, under these circumstances be liable to pay for the part of the order that may have been collected or delivered.

Promises of delivery are given in good faith and every effort to keep to collection/despatch/delivery dates will be made, but no liability can be accepted by the company for any consequential or inconsequential loss incurred by failure of items to arrive on specific dates or times that may have been indicated during or prior to any order being accepted.

The title to and property in the goods supplied shall remain vested with the vendor and shall not pass to the purchaser until such time as payment in full has been made by the purchaser in respect thereof. The goods shall be at the entire risk of the purchaser for all purposes as from the date of collection or delivery.

Please note that claims for missing or damaged goods can be entertained only within 7 days of the despatch date and each such claim must be accompanied by a copy of the relevant delivery note or receipt of sale. Carriers must be notified of any loss or damage within 3 days of receiving goods.

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