

Returns

Should a part have clear and undeniable evidence of early failure, it may be returned with the appropriate Qualtex return form fully documented. Dealers should ensure there is no physical damage evident on the part concerned and be completely satisfied the return is justified.

Goods are sold as non-returnable unless prior agreement has been agreed by the company.

The company may, at its discretion, charge a minimum re-stocking fee of 33% of the value of Returned Goods.

The following goods will not be accepted for credit repayment:

- Goods fitted in any way, used, defaced or with damaged packaging.
- ALL timers and modules are sold on a non-returnable basis.

Deadlines for submitting returns:

Faulty Parts - No later than 90 days from date of invoice.

Transit damaged items - No later than 3 days from date of invoice.

Item missing from order - No later than 3 days from date of invoice.

Wrong item received - No later than 7 days from date of invoice.

Ordered in error - No later than 14 days from date of invoice.

Unwanted stock - No later than 14 days from date of invoice (33% restocking fee).

Non-Returnable Items including Low Value Products

We do not accept returns on items with a sale value of £1.50 or less excluding VAT.

Warranties

A. Finished Products Warranty terms and conditions are covered by the manufacturer. Dealers are advised to acquaint themselves with these as each manufacturer may vary.

B. Original parts are generally not under warranty by the OEM as their policy is central to the fact they are not present at time of fitting and thus cannot assess the expertise of the fitter.

C. Qualtex offers a 90 day warranty on OEM spare parts and 6 months on Qualtex spare parts.

Back Orders

If any parts required are out of stock (not immediately available) they will be placed on back order. A cancellation in this instance will be at the customer's discretion. At time of dispatch, these "back ordered stock parts" will be invoiced at the current prevailing prices, which may differ from the original quoted price. A list of your current back ordered items will be available to view on all of your pick sheets.

Any cancellation of back order items will be at the customer's discretion, either by cancelling themselves via the website, emailing Cancellations@qualtexuk.com or talking to one of our call centre staff.

Special Orders

An additional charge is applied to all special orders. A minimum of £3.00 will apply (for some post codes it may be more – depending on size of item). Any items that are special orders which are not normal stock lines cannot be cancelled once ordered and may not be accepted/returned for credit once delivered. At time of dispatch these “special order parts” will be invoiced at the current prevailing prices, which may differ from the original quoted price.

Terms and Conditions

For a full copy of the Qualtex Terms and Conditions for the Supply of Goods for Business Customers, please click the following link: **Download PDF**

Information detail throughout this site has been gathered with due diligence to ensure accuracy. However, Qualtex (UK) Ltd. cannot accept responsibility for any alteration of specification, no matter how caused, or any errors, omissions or consequences thereof.

All reference to manufacturer's names or model or part numbers and any depiction by photographs or drawings are solely for reference and identification purposes. There is no connection or endorsement implied with original assemblers. Product specifications and availability are subject to change without notice.

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Prices

All prices, wherever showing, are subject to VAT at the current UK rate - export goods are zero rated - and may change without notice. However, Qualtex do strive to achieve competitive and stable prices as a company policy but are from time to time subjected to price alterations outside of its control.

Payment of Accounts

Various options are available according to relevant and individual circumstances. These include:

- A. Pro forma
- B. Cash on collection
- C. Credit card payments
- D. End of month following
- E. By special arrangement

Standard Mainland Delivery

UK mainland next day delivery for orders placed before 3pm will be charged at £6.99.

Carriage will not be charged for orders above £100

Off Shore Delivery Tariff

This will be applied to deliveries based in non-mainland areas. This will be a 48 hour service.

UK Islands - £7.95, Carriage free limit £150.

Jersey All JE Postcodes

Guernsey All GY Postcodes

Isle of Man IM Postcodes

Isle of Wight PO30-41

Scottish Highlands / Islands - £11.95, Carriage free £200.

Orkney & Shetland KW15-17 – Orkney, ZE1-3 - Shetland

Inverness KW1-3, KW5-14, IV1-28, IV33-51, IV55-56, PH20-26, PH31-32, PH34-41, PH 42-44 HS1-8

Oban PH33, PA20-49, PA60-80, KA28

Arran KA27

Northern Ireland - £7.95, Carriage free limit £150.

Antrim BT1-3, BT12-15, BT29, BT36-44, BT53-54, BT56-59

Tyrone BT68-71, BT74-82, BT92-94

Derry BT45-52, BT55, BT72-73, BT83-91, BT95-99

Armagh BT11, BT17, BT28, BT60-67

Down BT4-10, BT16, BT18-27, BT30-35

ROI - £8.95, Carriage free limit £175.

International Delivery

International delivery is available and prices are quoted per order.