



Qualtex Global – Terms and Conditions

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Returns:

All our trade returns are now directed to and processed by our Denton depot. The returned items are then checked, accepted or rejected.

The returns procedure from receipt are completed within 7 – 14 days from receipt.

No exact number of days for a refund can be quoted. We will endeavour to process any refunds back onto your account well within the timeframe i.e. the 14 days quoted.

Please can we take this opportunity to remind our customers to put completed returns forms in the box. A fully completed returned form will speed up the processing of your credit.

If returns are received with no paperwork/returns form the returns will be rejected and after 3 months will be disposed of if information has not been received by that deadline.

No credits will be issued until the procedure at the Denton depot has been completed.

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 may not be returned to us for credit:

- A) Goods which have been specially ordered at your request.
- B) Goods that are not in their original packaging.
- C) Goods that have already been used or fitted.
- D) Goods with damaged original packaging and/or which are not in a resalable condition.
- E) All timers and modules are sold on a non-returnable basis.
- F) Goods that are no longer required must be returned within 14 days.

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.

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 will be applied if returned for these reasons.

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 our website.

Any cancellation of back order items will be at the customer's discretion, either by cancelling themselves via the website, emailing Cancellations@qualtex-global.com or via customer services, customerservice@qualtex-global.com

Special Orders:

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. Once in stock the special order part(s) will be automatically dispatched to you and a handling charge will apply*.

*Handling charge will be a minimum of £6.99.

Prices:

All prices, wherever showing, are subject to VAT at the current UK rate - export goods (outside of the EU) 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 agreement.

Deliveries:

Qualtex will not be held accountable for any lost parcels that have been dispatched and collected by external couriers.

Standard Mainland Delivery:

UK mainland delivery for all orders will be charged at £6.99* The handling charge will not be added to orders over £100**

*Excludes bulk / pallet orders. Qualtex endeavour to despatch orders the same day however on occasions during peak trading periods Qualtex may delay deliveries up to 48 hours or more. In the event of this happening Qualtex will notify you via email.

**This is dependent on location, please see offshore delivery section below for more details.

Offshore 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 4244 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, prices are quoted per order.

VAT REG No: GB178 2756 66 Co REG No: 708974 ENGLAND