



## **Your Rights under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (Directive 2011/83/EU)**

As a consumer when you place an order with us via our website, another website such as eBay or Amazon, by telephone, email or by another distance method you have rights under the Consumer Contracts Regulations 2013 which implement Directive 2011/83/EU.

As the Supplier we are required to provide you with clear information about our company, our products and our terms & conditions and your rights under the regulations including your right to cancel to allow you to make an informed choice about whether or not you wish to buy from us. You can download a copy of this document, request that a copy is sent with your order or have a copy emailed to you. If you have any questions, comments or wish to make a complaint please contact us using the details below.

1. We are Bell Flow Systems Ltd located at Unit 7, Swan Business Centre, Osier Way, Buckingham, MK18 1TB. We were established in June 1997, our Company Registration Number is 03386045 and our VAT Number is UK685534305. We can be contacted by telephone on 01280 817304 or by fax on 01280 817185 (standard rates) or by email at [sales@bellflowsystems.co.uk](mailto:sales@bellflowsystems.co.uk). UK customers can call Freephone 0800 027 7786. You can visit our offices during normal working hours.
2. The goods we are offering are as described on our website or in the product listing and are identifiable by a unique stock code or item number. We aim to ensure that goods supplied match the description, are fit for purpose and are of satisfactory quality.
3. The price of the goods is shown in the description on the website or as quoted on the telephone and exclude VAT which will be added at the rate current at the date of dispatch. Prices shown on eBay and Amazon include VAT.
4. Delivery charges are shown and added during checkout for orders placed via our website and are quoted when orders are placed by telephone. Delivery charges shown or quoted exclude VAT which will be added at the rate current at the date of dispatch. Delivery charges shown on eBay and Amazon include VAT.
5. Prices are confirmed when you place your order. Once your payment has been received we will not change the price unless the tax rate (including VAT) is changed by law.
6. Payment for orders placed via our website can be made by credit or debit card, PayPal or Google Checkout. Payment for orders placed via the telephone can be made by credit or debit card, cheque or bank transfer. Payment methods for eBay and Amazon are detailed on their websites. All payments must be cleared before goods are dispatched. All payment card information collected is held securely during order processing and destroyed after use.
7. Goods remain at our risk until they are in your possession when the risk passes to you. If you chose to use your own carrier the risk passes to you once the goods are in your carriers' possession.
8. Goods will normally be delivered within ten days and in no more than thirty days from the day after your payment has cleared. If your goods cannot be delivered within ten days we will inform you of the estimated delivery time. If we cannot deliver within the thirty day period we will inform you and either agree a revised delivery date or refund your order costs in full. If you do not receive your goods within three days of the expected delivery date please inform us.
9. If the item that you order is not available we may provide a substitute of equal or greater specification. We will attempt to contact you regarding this but if we cannot contact you and send a substitute you have the right to refuse it in which case we will refund your order cost in full and pay the costs of returning the goods to us.
10. You have the right to cancel your order up to 14 days after the day on which you take possession of the goods. This allows you to inspect and evaluate the goods you have bought from us.

- a) To cancel you must inform us by email, fax or letter. We will confirm the cancellation.
  - b) If your order has not been dispatched when you cancel it we will cancel your order.
  - c) If your order is in transit when you cancel it and our carrier attempts to deliver it you can refuse it and instruct our carrier to return it to us.
  - d) If you have received your goods we will provide you with a Returned Goods Authorisation Form by email or post. This has a unique RGA reference which allows us to identify the goods on receipt and track them through the returns process. A copy should be packed with the goods.
  - e) You may handle the goods to establish the nature, characteristics and functioning of the goods. The regulations define appropriate handling as that which might reasonably be allowed in a shop. If the value of the goods is reduced as a result of being handled beyond what might reasonably be allowed in a shop that amount may be deducted from the refund. You are responsible for taking reasonable care of the goods while they are in your possession which includes the time that they are being returned to us. Goods should be returned in their original packaging with all accessories, instructions and documentation.
  - f) If you chose an enhanced delivery option including before 10am, before 12am or Saturday delivery we will only refund our standard delivery charge as shown at the time of ordering.
  - g) Cancelled orders should be returned to Bell Flow Systems Ltd at the address shown on the RGA form not later than 14 days after the day on which you cancelled your order.
  - h) Shipping costs for the return of cancelled orders that were correctly supplied are your responsibility. If you instruct us to collect goods that were correctly supplied we will deduct the cost of the collection from your refund. We advise that you pack goods as they were originally delivered and use a signed-for delivery service with adequate insurance to cover goods lost or damaged in transit.
  - i) Orders for goods made to your own specifications or which are clearly personalised cannot be cancelled.
  - j) Providing you cancel your order within the cancellation period we will refund the full amount you originally paid including original delivery charges (less any deductions) by your original payment method within 14 days of us receiving the returned goods or of your providing proof of the goods having been shipped.
11. Where we have supplied goods incorrectly or they are damaged when you receive them you must advise us within two working days following the date you received them. We will provide you with a Returned Goods Authorisation Form which must be sent with the goods which should be repacked in their original packaging. We will arrange for our carrier to collect the goods within three working days for return to us for inspection.
  12. All goods supplied by Bell Flow Systems Ltd carry a minimum 12 month guarantee effective from the date of supply which is deemed to be the date of invoice. After the 14 day cancellation period has expired faulty goods must be returned to Bell Flow Systems Ltd for inspection at the customers cost. Where warranty is confirmed we will refund reasonable shipping costs.
  13. Complaints. Should you wish to make a complaint please contact us without delay. In the first instance you should contact the person who dealt with your order but should you prefer please ask to speak to our Sales Manager or Quality Manager who will assist you.

This policy is based on the United Kingdom's implementation of Directive 2011/83/EU on consumer rights and is intended for use by customers located in the United Kingdom. Customers in other EU countries where the Directive has been implemented may have similar rights and in so far as is possible these rights and conditions are extended to them. This policy does not apply to business customers.