
EU SOLUTIONS

Terms and Conditions

The following terms and conditions are the terms on which EU Solutions sells products and supersedes all other terms and conditions relating to the subject matter of these Conditions.

1. Orders & Confirmation:

1.2 The Customer may place an order with EU Solutions orally or in writing or by use of the EU Solutions website online facility. The customer shall ensure its order is complete and accurate in all respects and provide all such information as EU Solutions may reasonably request.

1.3 For installation contracts; EU Solutions will issue order confirmation documents, which must be duly signed, dated and returned to EU Solutions prior to work commencement or dispatch of goods.

2. Price and Payment:

2.1 Unless a trading agreement exists between EU Solutions ("The Seller") and the customer ("The buyer"), payment in full is required prior to dispatch of goods, including carriage and VAT.

2.2 If our installation services are required; 75% of the contract total is payable prior to the dispatching of goods, with the balance payable on completion.

2.3 We accept Pounds sterling and the Euro and purchases can be made with all major credit cards, cheques or bank wire transfer.

3. Tax Charges:

3.1 For orders made within the UK or other European Union Countries, the current rate of VAT applies. Our VAT number is 981 1320 37.

4. Cancellation:

4.1 Orders can be cancelled at any time between the day the order is processed and the end of the 7th working day, following the day on which your goods are received. Please note that; when returning rejected goods for a refund after a 7 day period from receipt, the package must not be opened and the customer is responsible for the cost of return freight. We will refund your money within 30 days of cancellation. Any returns outside of this period may, at the company's discretion, be accepted in which case delivery, administration and credit card charges to the customer will be levied.

5. Returns:

5.1 Faulty goods will only be accepted for a credit refund for a period of 28 days after sale to the end user. After that time EU Solutions reserve the right to either repair or replace at EU Solutions' discretion.

5.2 The customer will only be entitled to replacement in the event of damaged goods other than damage by the customer or other persons for whom EU Solutions is not responsible in law.

5.3 goods must be returned to EU Solutions in perfect condition with packaging intact together with invoice number, date and reason for cancellation.

6. Warranty:

6.1 EU Solutions supply products giving the customer the benefit of a manufacturer 12 month parts only warranty or as otherwise stated, subject to system type and application. Warranty periods commence on the day of purchase and specific warranty periods shall be detailed on individual quotations and contracts.

7. Delivery and Time:

7.1 EU Solutions will endeavor to supply goods on or before the delivery date agreed by EU Solutions and the customer, but time of delivery shall not be of the essence of the contract unless otherwise expressly agreed in writing by EU Solutions.

7.2 Once an order is processed, EU Solutions will endeavor to deliver goods between 3-10 days, depending on availability and customer notice.

7.3 Unless otherwise agreed in writing delivery must be made to the address of the customer paying for the goods which it is assumed is the correct address.

7.4 The customer has a responsibility to inspect the goods thoroughly on delivery.

7.5 Where the customer signs for goods this will be deemed to be delivery of goods undamaged and with no pilferage unless the customer otherwise states within a 3 day period.

7.6 Damaged or pilfered goods must be returned in no worse condition than the condition on delivery.

8. Title and Risk:

8.1 The goods shall be at the risk of the buyer following delivery.

8.2 Notwithstanding delivery title in the goods shall not pass to the buyer until the Seller has made payment of all sums owing to the buyer.

8.3 Until such time as title in the goods passes to the buyer the seller shall have the right to repossess or otherwise recover the goods.

9. Force Majeure:

9.1 The Seller shall not be liable for any default due to any circumstance beyond the reasonable control of the Seller including, but not limited to, acts of God, war, civil unrest, riot, strike, lock-out, acts of civil or military authorities, fire flood, earthquake or shortage of supply or failure to deliver of the suppliers of the supplier.

10. General:

10.1 If any term or provision of these conditions is held invalid illegal or unenforceable for any reason by any Court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these conditions had been agreed with the invalid illegal or unenforceable provision eliminated.

10.2 The headings in these conditions are for ease of reference only and shall not affect the interpretation of any of the conditions.

11. Governing Law and Jurisdiction:

11.1 The laws of England and Wales shall govern these terms & conditions and the parties hereby submit to the non-exclusive jurisdiction of the Courts of England and Wales.

12. Rights of Consumer:

12.1 Nothing in these conditions shall affect the statutory rights of a consumer.