



Warehouse Appliances Direct

Terms & Conditions

The following are terms and conditions for the sale of goods that will govern any contract for sale that we enter into with you. Please read these terms and conditions carefully.

Warehouse Appliances Direct Ltd Terms and Conditions

These Terms and Conditions tell you the rights and obligations you have. Please read these carefully. You may have other rights granted by law and these Terms and Conditions do not affect these.

This does not affect your statutory rights as a consumer.

Warehouse Appliances Direct Ltd Contact Details

We are Warehouse Appliances Direct Ltd, a company registered in England and Wales under number 4568121. Our registered office is Units 3 & 4, Eastwood Court, Broadwater Road, Romsey, SO51 5JJ. You can telephone us on 01489 799111 and fax us on 01489 781666

If you have any complaints about our service or any goods or services you purchase from us please contact customer care on sales@wadlimited.com or write to Unit 9, Solent Industrial Estate, Shamblehurst Lane South, Hedge End, Southampton SO30 2FX or call 01489799111

Purchasing from Us

To purchase from us you must be over 18 and resident in the United Kingdom. Currently, we can only deliver to the listed postcodes.

By submitting your order you are offering to buy the goods and allowing us to use your personal details for the purposes of supplying goods (including passing your details onto couriers and other subcontractors) and for informing you of new products and updates. We will not use your details for other purposes without asking your consent and you may ask that your details are removed from our system by writing to the address above.

We are not obliged to supply the goods to you until we have confirmed acceptance of your order and this is when the contract is made. You do not own the goods and the goods will not be delivered until we receive payment in full.

If you discover you have made a mistake with your order please contact Customer Care immediately. Please do this before we confirm your order. All prices and offers are subject to change and availability. Errors and omissions excepted. Subject to not selling below our cost price. VAT will be charged on all prices (including carriage) at a rate of 17.5%. Allow ten working days for cheque clearance. For out of stock items, if a delivery date is given, please note they are only estimates.

Delivery

When we contact you to confirm your order we will arrange a delivery time then. This will normally be within the next 2 working days. If you haven't had confirmation within 4 days please contact us on the above number.

On delivery you must inspect the goods carefully for damage as Warehouse Appliances Direct Ltd are unable to accept responsibility for damage in transit, shortage of delivery or loss of products, unless the customer advises Warehouse Appliances Direct Ltd of such immediately on the date of delivery.

When you place your order you must notify Warehouse Appliances Direct Ltd of any special



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delivery instructions for example, taking your old appliance away, 2nd floor flat. Parking restrictions, (please refer to the installation points below).

Delivery undertaken by Warehouse Appliances Direct Ltd is done so on the condition that adequate facilities are available at the place of delivery in order that the delivery driver can carry out prompt and safe unloading.

Certain deliveries are made by importers or distributors, this information will be supplied to you at the time of ordering along with the relevant contact details.

Installation

Delivery by Warehouse Appliances Direct Ltd is done so on the condition that it will not be necessary to dismantle the products or any parts in order to deliver the goods to the place requested by you.

Unfortunately Warehouse Appliances Direct Ltd is not able to connect your gas appliance. It is recommended that all installations should be undertaken by a registered Corgi engineer.

Connection of washing machines, dishwashers and electric cookers is a service Warehouse Appliances Direct Ltd can offer for at a charge (the cost of which can be obtained when placing your order). However this must be agreed at the time of ordering and in order to do so Warehouse Appliances Direct Ltd will not undertake any plumbing, carpentry or electrical work. Warehouse Appliances Direct Ltd have the right to refuse to connect the appliance if at any point they feel to do so would be a safety risk or could lead to damage or misuse of the goods.

Availability of Goods

All orders are subject to product availability. If the product you have ordered is not available from stock, you will be contacted by email or telephone and will have the option either to wait until the item is available or to cancel your order.

In the unlikely event of experiencing any issues:

Telephone 01489 799111

sales@wadlimited.com. for any Customer Care issues

We will acknowledge all questions or queries within a maximum period of 48 hours.

Damaged or Defective Goods (new Boxed only)

We will supply goods that are free from defects in materials and workmanship for a period of 12 months (or longer if required by law) from the date of delivery.

You should inspect the goods when you receive them for defects or damage. If you find a defect or damage you must tell us immediately and we will arrange for their return to us or the manufacturer at no cost to you. If the goods are found to be damaged prior to delivery to you, or defective, we will at our option repair or replace the goods or refund the price paid by you.

Defective Goods (graded only)

We will supply goods that are free from defects in materials and workmanship for a period of 12 months (or longer if required by law) from the date of delivery.



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All appliances under 28 days will be repaired, exchanged or refunded. All appliances over 28 days are covered by a full manufacturers warranty.

Other information you need to be aware of

A copy of these Terms and Conditions and your order may not be kept by us and so we advise you to print a copy of them for your information in the future.

If you are a consumer you have the right, in addition to your other rights, to cancel the contract and receive a refund (We will charge a 20% re-handling charge). However, we will only refund you up to 48 hours prior to delivery, after this we may Invoice you for the full cost of the products purchased.

Warehouse Appliances Direct Ltd Responsibility

Warehouse Appliances Direct Ltd will not be responsible for any losses resulting from the use or the inability to use the website or resulting from unauthorised access to, or alteration of your transmissions or data.

This is important: please read carefully

You have the right to cancel this contract for no reason at all (We will charge a 20% re-handling charge).

If you wish to cancel this contract, please write to Warehouse Appliances Direct Ltd, Unit 9, Solent Industrial Estate, Shamblehurst Lane South, Hedge End, Southampton SO30 2FX . To cancel this contract you must give us notice 48 hours prior to arranged delivery time. Alternatively fax us 01489 781666 or email sales@wadlimited.com

We shall refund the total amount of money paid by you for the goods, less 20% re-handling charge and any costs to collect the goods if required, within 30 days starting with the day on which we receive a notice of cancellation in writing from you.

We would remind you that once you have notified us of your desire to cancel the contract there is a legal requirement for you to take good care of the goods.

We advise you to print and keep safe a copy of these Terms and Conditions.