

*The following terms and conditions apply to all transactions on this Parkhill International web site. Using this site indicates your acceptance of these terms and conditions. Placing an order indicates your acceptance and the terms listed are subject to change at any time. Any changes will take effect on the date they are posted onto the site (see date at the foot of the page). Please read them carefully and print a copy for future reference.*

### **Generals**

These terms and conditions do not affect your statutory rights. To order goods using this website you must be at least 18 years of age. We will treat each order for goods as an offer by you to purchase the goods subject to these terms and conditions

### **Accuracy of Product Information and the Description of Goods**

Product specifications, images and other information published on our website have either been made accessible by suppliers, manufacturer's, publications, publicists, or been gathered from public-domain sources. The intention of Parkhill International is that all information on the website should be as accurate and up to date as possible. Parkhill International cannot guarantee the reliability or the accuracy of the information contained within its pages. Actions taken by the user of the website are the responsibility of the individual. Images, descriptive matter, specifications and advertising on our site are for the sole purpose of giving an approximate description of the goods. Full detailed specifications are available from the manufacturer's brochures or their websites. All accessories supplied with a product are subject to upgrade or change at the manufacturer's discretion. We will supply the product as supplied to us by the manufacturer

The total price payable for the goods will be stipulated at the time when you place your order whether or not the order has been confirmed. We are entitled to make adjustments to the price to take account of any increase in our supplier's prices or the imposition of any taxes or duties. Prices may be subject to change if the price published for the goods is wrong. In all cases we will inform you of the correct price and give you the opportunity to cancel the order

### **Payment methods**

We accept Visa, MasterCard, Switch, Solo, Visa Debit, via PayPal as forms of payment. We do not accept Electron Cards. You may also pay by cheque although we cannot dispatch the goods until payment has been cleared which can take at least 14 days. Finance terms are not available. On the order you must provide us with your exact billing address and telephone number, the address and phone number your credit card holder has on file for you. Incorrect information will cause a delay in processing your order. Your order will only be processed once authorisation of your credit card has been properly received

### **Availability of Goods**

All products and services are subject to availability and may be withdrawn at any time. If we do not supply the goods for any reason we will not charge you for these and we will refund any money already paid for them. However, we will not be responsible for compensating you for any other losses you may suffer if we do not supply the goods

Due to the limited availability of items purchased in our clearance section we cannot guarantee fulfilment of your order. In the unlikely event we are unable to provide the item we will not charge you for these and we will refund any money already paid for them. We will not be responsible for compensating you for any other losses you may suffer if we do not supply the goods

### **Delivery charge**

All prices on our website are exclusive of delivery charges which will be added to the price of the products at our checkout. Delivery prices quoted are for most UK Mainland addresses. Northern Ireland (BT), Isle of Man (IM), Scottish Highlands and Orkney Isles (PA, ML, EH, KA, G, KY, PH, DD, AB, IV, KW), Outer Hebrides and the Shetland Isles (HS, ZE) will incur additional charges (e-mail us for a quotation) and may also experience delivery delays. AM and Saturday deliveries are optional and will also incur additional charges. These can be obtained upon application. Goods exported from Poland are sent using UPS or a similar courier company. Prices can be obtained upon application. Please notify Parkhill International if you want your goods to be dispatched on your account with a particular Courier.

### **Delivery Times**

Most stock items are delivered within 5-7 working days from clearance of payment Any dates we specify for the delivery of the goods are approximate only and we shall not be liable for any losses, costs, damages, charges, or expenses caused by any delay for delivery of the goods. If Parkhill International or our suppliers are temporarily out of stock, we will notify you of this position and you should allow up to 14 days for dispatch of the goods. For delays of more than 14 days, you will have the right to cancel the order and we will refund any money paid by you for the goods

### **Risk**

As soon as we have delivered the goods to your door you will be responsible for them. We will only deliver goods to the address on the order and goods will not be left without a signature. From the time of receipted delivery of the goods, any loss or damage to the goods shall be at your own risk. Any transit damage to the goods, shortages or incorrect goods supplied must be noted on the delivery consignment note at the time of delivery

### **Time and limitation for Notification of Claims**

If goods arrive in a damaged condition you must make a note on the carrier's delivery consignment note and it will be your responsibility to inform us within 7 days from delivery. Any shortages must be noted on the consignment note and it will be your responsibility to notify us within 10 days from delivery. If we supplied you with a product other than ordered it is your responsibility to notify us of any incorrect goods supplied within 7 days from delivery. Parkhill International will not accept liability for goods lost in transit unless we are notified within 10 days from the expected delivery date

If goods returned under this clause are found to be perfect and in full working order, these will be returned to you and an administration fee of 15% of the price of the goods along with the cost of carriage will be charged to your credit card account

## **RETURNS POLICY**

You are entitled to withdraw from this contract within 7 days from delivery of the goods for a full credit or refund less any applicable delivery charges. The goods must be unused and 'as new' in their original box and packaging including all manuals, videos, and accessories. You must notify us within 7 days from the date of delivery. All goods must be received within 14 days of notification of your wish to cancel. In all cases it will be your responsibility to return the goods to us at your own cost and risk. Goods received back 'as new' but incomplete with missing components and accessories will incur charges. Goods received back in any condition other than 'as new' will be returned back to you

Faulty Returns - Upon receipt of the goods and confirmation of the fault by our technical engineers you will be offered the following options:

1. A replacement - this item will be shipped to you at our own expense.
2. A repair - the repaired item will be shipped to you at our own expense. Please note that once repaired the product is no longer eligible for replacement.
3. A full refund - provided the item has been verified faulty and is complete with all accessories in its original box and packaging.

If the product is not deemed to be faulty by our technicians then you will be offered the following options:

1. Return of the goods - the cost of delivery charged to you.
2. Refund - the invoice cost less any applicable delivery charges provided the product is 'as new' and complete with all accessories in its original box and packaging. If the condition of the product or the packaging is poor then we reserve the right to impose a charge to cover re-packaging costs. Missing accessories will also be charged to you.

The manufacturers guarantee will apply to all items reported to be faulty after 7 days from delivery.

This returns policy does not affect your legal rights

You will own the goods once we have received your payment in full. We will issue you with an electronic invoice once we have dispatched the goods to you. Failure by us to enforce any of these terms and conditions will not affect our right to enforce the rest of these terms and conditions. These terms and conditions are subject to change at any time without prior notice to you.

Parkhill International has no export restrictions...