

## **TERMS of SALE**

### **VAT**

UK Value Added Tax is included in the final price.

### **Prices**

Prices charged will be those displayed on the final payment screen.

### **Order processing and shipment**

Dependant on stock availability, orders are normally processed and shipped within 3 working days. Standard shipment is by First Class Royal Mail service, however, an Express shipment by Courier service is available at an extra charge.

### **Items Out of Stock**

If a product is out of stock when ordered, the customer will be notified by email and, advised of the expected delivery time.

### **Non Delivery**

#### Delivery times

Normal delivery is within 7 working days, and Express delivery within 3 working days. If this time has expired and you have not received the goods, then please contact us and advise non-receipt.

#### Claims for non-delivery

Claims for non-delivery must be made in writing or by e-mail to Wallis UK.

For credit card payments please quote the confirmation number e-mailed to you and, in the case of cheque payment, the cheque number should be quoted.

### **Damage or Short Delivery**

Damage/shortages must be noted and advised in writing, (by email or fax), immediately upon receipt of the order, but, no later than **7 days after**.

### **Return of Goods**

Goods may be returned at any time and for whatever reason within **7 days** of their receipt by the customer. However, the customer will have to pay the cost of returning the goods.

### **Product Specification**

The specification and description of the goods on our site have been supplied by manufacturers and were correct to the best of our knowledge at the time of the site going live. And, all reasonable care is taken to ensure that due notification is given to customers of any changes made by the manufacturers.

However, customers are advised to check the exact specification of all goods **PRIOR TO ORDER** where variations may adversely effect product performance.

### **Consumers statutory rights**

Finally, we would confirm that none of the above terms affect your statutory rights as a consumer.