



Online Ordering - Terms and Conditions

These T&Cs operate in conjunction with our Conditions of Sale, provided for all new customers when opening a credit trading account with Tools of the Trade Limited.

Orders:

All orders placed by you and purchases of goods from us are based on these Terms and Conditions and are subject to acceptance by us. If for any reason, we are unable to accept your order we will contact you from the details held within your account.

All orders successfully received will be confirmed, always check the confirmation thoroughly upon receipt to ensure pricing and quantities are correct if you do not receive an order confirmation, or there is a problem with it then please email our [Customer Support Team](#)

All goods are subject to availability. While we endeavour to hold sufficient stock to meet all orders and purchases, if we have insufficient stock to supply or deliver the goods ordered, we will attempt to contact you to ascertain how you wish to proceed. We may, at our discretion, process any part of the order which is available. Where goods are out of stock, we may, in our absolute discretion, as soon as possible raise a credit to offset the amount invoiced to you.

Stock levels are updated via a nightly feed, so may differ from the number stated, if this impacts your order a member of our customer support team will contact you directly to discuss if you wish to amend the quantity on your PO.

Please ensure you check delivery details before check-out as a charge of £15 applies for each redelivery due to customer errors.

Delivery discrepancies (goods don't match order confirmation) must be advised within 3 working days of deliveries received.

Invoice discrepancies must be notified within 7 working days of the invoice date.

Orders are processed the same day (if received Mon-Fri). The cut-off for same day processing is 2pm, orders received after 2pm will be processed the following working day. All orders placed on public holidays in England and on weekends will be processed the following working day.

Delivery times are detailed at checkout, standard delivery can take up to 3 working days, but usually arrives within 48 hours or less. Please note islands and Highlands are subject to additional costs and make take longer. Next day delivery is also available.

We have a minimum carriage paid value of £120.

Orders between £60 and £119.99 have a carriage fee of £15.

Orders under £60 will not be processed.

Cancellations:

You may cancel your order prior to dispatch (orders received before 2pm are dispatched same day). To cancel please contact [Customer Support](#). Dispatched orders cannot be canceled, please see our [Returns](#) policy instead. If your items have already been dispatched, you will need to take delivery of the goods before requesting a return. Where your order comprises multiple delivery shipments, you may cancel back orders prior to dispatch. To exercise your right to cancel, please email [Customer Support](#). If you are canceling because of any problem with the goods, please notify us of the problem at the time of cancellation. Please note special order items cannot be canceled.

On cancellation, where you have received the goods, you must return them (together with the original packaging) within 7 working days. Unless we agree that you may dispose of them, in which case please comply with the manufacturer's instructions for disposal. Cancellation or returns may also prevent promotional pricing being unlocked.

Following cancellation, we will credit you with the price paid for the cancelled order (or part of the order cancelled). Where you cancel the entire order, we will also credit the standard delivery charges. Where you cancel part of an order, we will not refund delivery charges. Credits will be processed within 30 days. Proforma customers will be refunded using the same means of payment on the PO. PayPal purchases we will provide you with a refund or customer credit (at your option).

We reserve the right to make a deduction from the amount of the refund for loss in value of the goods returned where the goods show signs of unreasonable use; for these purposes, unreasonable use includes handling the goods beyond what is necessary to establish the nature, characteristics and functioning of the goods. We may withhold any refund until we have received the goods.

Payment: Purchase orders for on account customers will default to 30 days net monthly terms (unless previously agreed with your account manager) should goods remain unpaid outside of that time Tools of the Trade Limited will charge interest on any outstanding debt for each month or part of the month that a payment is overdue. An account becomes overdue at the end of the last day of the month following the month of invoice. Pro-forma accounts are required to pay for goods in advance of dispatch. Please note we reserve the right to appoint representatives to enter the buyer's premises to repossess the goods. Retention of Title: Tools of the Trade Limited (the seller) shall retain ownership of all goods until the full value of the price has been received. Once goods have been delivered to the specified delivery address the insurance and third-party claims are at the risk of the customer.

In the event of the customer's insolvency, Tools of the Trade shall be entitled to a general lien on all goods of the seller in the customer's possession (although such goods or some of them may have been paid for) for the unpaid price of any such goods sold and delivered to the customer by the seller.

GDPR:

Please be advised that data will be supplied to the following third parties in order to facilitate a credit trading account facility:

Carriers

Credit Reference Agencies (CRAs)

CRM software supplier

EDI software supplier

Tools of the Trade Limited will not sell data to any third-party business, but CRA's can sell data on. Our website is secure, and every care is taken to protect your data.

As a customer of Tools of the Trade your details will automatically be entered on our marketing database to keep you up to date with the latest offers and promotions. You may unsubscribe at any point, that option is within all e-marketing emails we send out.

Contact details for customer support:

Lisa Mulla/Andrea Forsdick

Tel: 01527 559666

Email: sales@tools-trade.net

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