

Catering Tech Services Limited

Terms & Conditions

All web based items:

- 1) All prices are subject to the addition of VAT at the standard rate.
- 2) Offers available are subject to stock availability
- 3) all prices are appropriate at the time of creation and are subject to change without prior notice
- 4) All warranties provided with the equipment are operated and controlled by the manufacturer and not Catering Tech Services Limited. Equipment and responsibility for these warranties is held with them and only applicable to mainland UK (this does not affect your statutory rights).
- 5) Delivery will be advised at the time of order
- 6) where not specified installation can be quoted subject to product and customer location
- 7) Delivery as standard is a kerb side delivery to a ground floor site. In most cases this will be between the hours of 8.30am and 6pm (This does not include unpacking and positioning)
- 8) It is the customer's responsibility to ensure all items will fit onto the premises. Please check all entry door dimensions to ensure the product will fit onto site. Any charges caused by an aborted delivery due to this will be passed onto the customer.
- 9) Any refused delivery charges from suppliers will be passed onto the customer where appropriate
- 10) Any products incorrectly ordered by the customer will incur a 30% re-stocking charge, however goods can only be returned if unused and in the original packaging.
- 11) Notification of any goods that need to be returned or any damages must be reported within the first twenty four hours after delivery, any products that are damaged but were not signed for as damaged will not be able to be claimed for. Please check all deliveries thoroughly before signing for them to make sure all products are okay before accepting delivery.
- 12) Any special order items that are direct from the manufacturer cannot be cancelled or returned once ordered. All stainless steel fabricated items are made to order and are therefore non-returnable.
- 13) All items carry a minimum of one year parts warranty unless otherwise stated. All spare parts carry a 3 month warranty; this warranty where applicable is the manufacturer's warranty.
- 14) All images are for illustration purposes and design may differ slightly from the delivered product
- 15) Catering tech services limited cannot be held responsible for any damage or loss of earnings due to any equipment being supplied faulty or damaged or developing a fault.
- 16) It is the customer's responsibility to be aware of all current legislation regarding catering equipment and its application/installation, Catering tech services limited cannot be held responsible for any problems/costs arising from non-awareness. If there is anything you are unsure of or require clarifying please contact the sales office.

Terms and Conditions of Use

By using this site you agree to these terms and conditions.

The Company:

This website is owned by catering Tech Services Ltd

Disclaimer:

Whilst Catering Tech Services Limited has taken all reasonable care in the preparation of the contents of this website; some information has been supplied by third parties and is reproduced in good faith. Catering Tech Services Ltd disclaims (to the extent permitted by law) all warranties, express or implied, as to the accuracy of the information supplied by third parties or for apparent errors and omissions

Representations:

Any information found on this website is intended for guidance only. Catering Tech Services Limited excludes all liability (to the extent permitted by law) for any reliance upon any information contained within this website.

Trademarks, patents etc.:

Names, products, designs, information and technology described on this website are widely protected by trademarks, patents, design rights etc. Unauthorised use of the same may lead to infringement.

Liability:

Catering Tech Services Limited does not guarantee that use of this website will be compatible with all hardware and software that may be used by visitors to the site. Catering Tech Services Limited will not be liable for damage to, or viruses that may affect, your computer equipment, software, data or other property as the result of your access to, use of or browsing of this website or your downloading of any materials, data, text or images.

Links:

This website does contain links to other websites. Catering Tech Services Limited accepts no responsibility or liability for the content of websites that are not under its strict control.

Data Protection / Privacy:

Catering Tech Services Limited highly values the privacy of all personal information for our customers. We will not knowingly pass on any details we hold on customers or web site visitors to any third parties. We protect the privacy of this personal information using our highly secure, password-protected servers.

You may be asked for personal information if you want to take advantage of specific services such as use of our store. In each case we will use the personal information you provide to deliver the services you have told us you wish to receive. Catering Tech Services Limited may also use this information for our own promotion such as direct mailing, email and other form of contact. However, if you do not wish for your details to be held on record and used in this manner you may contact us in writing to the registered office at the address above and ask for your details to be removed.

When processing an order, we require the details of the credit/debit card to be used in payment (unless using an offline method of payment) as well as a delivery and billing address, e-mail address and contact number. All information is collected in accordance with the Data Protection Act 1998.

Our site does not automatically capture or store personal information, other than logging the user's IP address and session info such as the duration of the visit and the type of browser used. This is recognised by the Web

server and is only used for system administration and to provide statistics, which we use to evaluate use of the site.

Law & Jurisdiction:

Any disputes arising in connection with the use of this website will be governed by English law and will be subject to the exclusive jurisdiction of the courts of England and Wales.

Copyright:

Copyright in the site (its text, graphics, design layout, look, appearance, etc) remains the property of Catering Tech Services Limited. You have the right to view this site and copy to cache for personal reference by yourself only. You are not granted any other rights. Catering Tech Services Limited reserves all other rights. Unauthorised copying of any part of this site constitutes a breach of copyright.

These terms and conditions do not affect your legal rights.

Registered Office:

Catering Tech Services Limited
Askew Bridge Cottage
Sawyers Hill
Lower Mintey
Nr Malmesbury
Wilts
Sn16 9QL

Company no 7401263

Delivery

Delivery is restricted to the United Kingdom. All deliveries must be signed for and you should keep your receipt, any damaged goods must be signed for as damaged. Any goods signed for as undamaged will not be able to be claimed for. We will do everything we can to meet delivery times described in that section, delivery times may be affected by factors beyond our control and therefore cannot be guaranteed and are subject to location and stock availability.

Cancellations and Returns

All returns are subject to authorisation by Catering Tech Services Limited and the manufacturer. Any goods to be returned must be unused and still in the original packaging. Any goods not meeting these criteria will not be able to be returned. In all cases when an item is returned there will be a re-stocking charge of 30% and all returns must be notified within twenty four hours of the delivery and will need written confirmation of the above points by the client. If any of these points are not met the item will not be able to be returned. You may normally cancel your purchase prior to the item being delivered subject to that item not having been dispatched. There may however be a cancellation fee in some cases.

Faulty Products & Warranties

Faulty products will be covered by the manufacturer's warranty supplied with the item via the manufacturer, not Catering Tech Services Limited. Responsibility for this warranty is held with the manufacturer, though this does

not affect your statutory rights. In this instance a repair of the item will take place by the manufacturer or authorised agent of the manufacturer. Any call outs that are caused by user error or misuse will be chargeable to the customer. All labour warranties are only applicable for mainland UK and any other sites outside of this will only receive a parts only warranty.

Miscellaneous

Sales on the web site are governed by English law and you agree to submit any dispute to the non-exclusive jurisdiction of the English courts. All orders are subject to these terms and conditions and no amendments will be accepted by us. These terms and conditions only cover the web site. Any links within this site to other web sites are not covered by this policy and we accept no responsibility or liability for the content of the web sites which are not under our control.

These terms and conditions do not affect your legal rights