

KB Secure Solutions Ltd

‘Your Secure Solution’

TERMS & CONDITIONS

DELIVERY

Deliveries are made to a ground floor site such as Goods-In or Reception, during normal office hours Monday to Friday. Delivery outside of these locations or hours can be arranged for a possible additional charge. Details are available on request. Delivery dates are estimates only and the company shall not be liable for any loss or damage resulting from any delay in delivery

PAYMENT TERMS

Payment terms are as stated in the quotation supplied by us and as agreed prior to order

RETURNS

In the unlikely event of you wishing to return goods, please contact us for authorisation. Manufactured to order and bespoke products cannot be returned into stock

Please note that a re-stocking fee will apply and will be quoted accordingly prior to the return of the goods. Customers are expected to arrange transport of goods at their own expense

DAMAGES

If an item is delivered damaged we ask that the customer does not sign to accept the delivery. Deliveries should only be signed for once inspected by the customer for signs of damage

SHORTAGES

If items are missing from the delivery customers must notify us immediately and we will arrange for the missing items to be dispatched

REFUSAL OF GOODS

If delivery of goods is refused, then a re-delivery will be arranged accordingly and customers will be notified of the re-delivery costs

CANCELLING ORDERS

Please call us immediately should you wish to cancel an order. We accept order cancellations without charge provided we have not started to make your order. If production has started, cancelling your order will be subject to a cancellation charge in proportion to our incurred costs

PRODUCT DESIGN

We reserve the right to change the design of our products from time to time without prior notice. Images within our catalogues and on our website are correct at time of going to press, but may differ at point of order. We also reserve the right to discontinue products. If you require a product to exactly match a particular design, please contact us before placing an order to ensure this is possible

COLOUR MATCHING

Whilst we will always use paints manufactured to specified RAL numbers, no guarantee can be given to provide an exact match of colour or finish with previously made product. This also applies to worktops for workbenches and compact laminate for locker doors.

RETENTION OF TITLE

Goods remain the property of KB Secure Solutions Ltd until paid for in full

**For more information on our Terms and Conditions
Please Contact us on 01442 216866 or sales@kbsecure.co.uk**

2 Archway Court, Chapel Street, Hemel Hempstead, Herts. HP2 5DL
Office: 01442 216 866 Email: sales@kbsecure.co.uk