



## Piedro Ltd

### TERMS & CONDITIONS OF SALE / CONTRACT

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Our Terms & Conditions of Contract follow The Consumer Contract Regulations 2013 (CCR) and the Electronic Commerce (EC Directive) Regulations 2002 (eCommerce Regulations) for distance-selling and online transactions.

#### CONTACT INFORMATION

You can contact Piedro Ltd at our Head Office; the address and contact information are below.

##### Piedro Ltd ("Piedro")

Springwood House

Foxwood Way

Foxwood Industrial Park

Chesterfield

S41 9RN

**Company Number:** 04354646

##### Customer Services

**Telephone:** 0845 617 1976 (standard call rate)

**Email:** [customerservices@piedro-uk.co.uk](mailto:customerservices@piedro-uk.co.uk)

**Website:** [www.piedro-uk.co.uk](http://www.piedro-uk.co.uk)

**VAT Number:** GB 927318513

#### OFFICE HOURS

Our offices are open Monday to Thursday from 09:00 to 17:00 and Friday from 09:00 to 16:30.

#### DESCRIPTION OF GOODS & PRICES

A complete product description can be found for each Piedro product within our catalogue and can also be found online via our website: [www.piedro-uk.co.uk](http://www.piedro-uk.co.uk). Prices can be found in our price list which is available on request. Please get in touch with our Customer Services Team on 0845 617 1976 or by email: [customerservices@piedro-uk.co.uk](mailto:customerservices@piedro-uk.co.uk)

Prices agreed with individual Customers will be detailed in supply agreements.

We reserve the right to make any changes in the specification of the product(s) which are required to conform with any applicable statutory requirements.

#### PAYMENT TERMS

Prices on our invoices for customers in the UK are shown in GBP £'s Sterling and include VAT and delivery charges. VAT will be calculated using the appropriate rate for each product. Prices for customers outside the UK are shown as agreed individually. Orders placed online will require immediate payment using a debit or credit card.

##### Debit / Credit Card:

We accept all major credit and debit cards for payment, excluding American Express (AMEX).

##### Credit Account:

Unless otherwise agreed in writing, all outstanding amounts are due 30 days after the invoice date. Piedro Ltd reserves the right to suspend supplies immediately and without notification to the customer should outstanding amounts become overdue.

## DELIVERY

All orders received before 15:00 will be processed and shipped on the same day using our standard shipping service. We aim to deliver your order the next working day; however, due to circumstances outside of our control, from time to time, there may be delays in receiving your delivery and we expressly exclude any liability in any delay of delivery. For urgent orders, we recommend using one of our timed delivery options.

Orders received after 15:00 will be processed the next working day. We offer the following delivery options –

### **Delivery Options & Charges:**

Standard Delivery	£8.00
Next Working Day Before 12:30 pm	£15.00
Next Working Day Before 10:30 am	£20.00
Northern Ireland / Republic of Ireland	£20.00
Outlying Islands -Guernsey, Jersey, Isle of Man	£20.00

### ***All prices exclude VAT.***

If your order is for delivery outside of those listed above or to any other country outside of the United Kingdom, please get in touch with our Customer Services Team, who can discuss international shipping costs and organise shipping for you.

Upon receipt of your order, you must inspect all items. In the event of incorrectly supplied or damaged goods, please get in touch with our Customer Services Team within seven working days.

On receipt of your invoice, any disputes over incorrect deliveries must be made in writing or by phone within seven days of the invoice date.

## ORDER CANCELLATION

You have the right to cancel your order/contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the date of delivery. In the event of split deliveries, the cancellation period will expire 14 days after the date of the last delivery.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g., a letter by post or email). You can also electronically fill in and submit our cancellation form online. To meet the cancellation deadline, you must send your cancellation communication to us before the cancellation period has ended.

## RETURNS

In all instances, please get in touch with our Customer Services Team to return an item(s) to us. You must inform us of your intent to return an item to us within 14 days after delivery, and return the product within 14 days thereafter (returns period), together with proof of purchase for the item in the form of an order number, invoice or delivery note number. You are responsible for all return postage costs.

We recommend that you select a guaranteed delivery service that provides parcel tracking information, insurance, and proof of delivery. Piedro is not responsible for items that are lost or damaged during shipping and cannot replace parcels lost during return shipment if proof of tracking is unavailable.

Alternatively, collection of returns can be arranged at a cost of £10.00 + VAT – please request this service when contacting our Customer Services Team regarding your return.

## **WARRANTY AND LIABILITY**

Following a purchase, if a fault appears, please immediately contact our Customer Services Team for details of how to begin a warranty claim.

Piedro Ltd warrants to the original purchaser that product is free from defects in materials and workmanship during the designated warranty period. Items covered under the Limited Warranty will be repaired, replaced, or refunded at the discretion of Piedro Ltd. Our full 'Warranty policy' is available on request by contacting a member of our Customer Services Team.

Piedro will be under no liability in respect of any defect arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without Piedro's approval.

Piedro will be under no liability under the above warranty (or any other warranty, condition or guarantee) if the total price for the Goods has not been paid by the due date for payment.

Upon receipt of the product, Piedro technical staff will examine your product and we reserve the right to perform testing to determine if your product is subject to the warranty.

If we determine that your product is covered by the limited warranty, then Piedro Ltd at its sole discretion will provide you with one of the appropriate warranty remedies during the warranty period.

If we determine that your product is not covered by the limited warranty, then we will return your product to you, or if possible, repair your product at your expense.

The entire liability of Piedro under or in connection with these terms and conditions of sale shall not exceed the price of the Goods.

## **CUSTOM AND MODULAR PRODUCTS:**

Custom and modular, or, modified items are **not** eligible for a refund unless covered under warranty. These items have been ordered specially on your behalf, are custom-made or altered for a specific customer and are **not** eligible for resale.

## **REFUNDS**

Refunds will be made in accordance with our order cancellation, returns, and warranty conditions.

Refunds will be made without delay and no later than –

1. 14 days after the date we received back your returned goods, or
2. (If earlier) 14 days after the day you provide evidence that you have returned the goods.

We will make the reimbursement using the same methods of payment you used for the initial transaction. We will reimburse all payments received, including the initial delivery charge (this is for our standard shipping cost and excludes other more expensive delivery types, such as a timed delivery).

If a product is returned outside of the 14 day returns period, and/or, is not eligible for a warranty claim, Piedro Ltd will refund in the following 14 days, subject to a restocking fee of £10. The returned product and its original packaging must be free from damage and signs of use.

## **RETENTION OF TITLE**

Legal ownership or Title to the Goods shall remain vested in Piedro Ltd and shall not pass to the Buyer until the purchase price for the goods has been paid in full and received by Piedro Ltd. Until title to the Goods passes:

1. Piedro shall have the authority to retake, sell or otherwise deal with and dispose of all or any part of the Goods.
2. Piedro and its agents and employees shall be entitled at any time and without the need to give notice to enter upon any property upon which the Goods or any part are stored or upon which Piedro Ltd reasonably believes them to be kept.
3. Irrespective of whether title to the Goods remains vested in Piedro Ltd, risk in the Goods shall pass to the Buyer upon delivery.

## **COMPLAINT HANDLING**

Piedro Ltd is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of our customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and in particular responding positively to complaints, and by putting mistakes right.

A copy of our 'Complaints Procedure' is available on request by contacting a member of our Customer Services Team.

## **TRADE BODIES**

Piedro are members of the following:

**BHTA** – British Healthcare Trades Association – [www.bhta.com](http://www.bhta.com)

## **SPECIAL OFFERS AND FURTHER INFORMATION**

Please visit our website for further company information, special offers and an electronic version of our Terms & Conditions of Sale/Contract. Please visit: [www.piedro-uk.co.uk](http://www.piedro-uk.co.uk)