

Delivery Policy

6th September 2022

Overview:

Normally delivery charges are calculated based on standard fees from our website however, if after consultation it is discovered that the order quantity is high and or requires engineering services (such as design, installation and or testing) then a specific quotation will be generated with optimised delivery methods / charges to suit that service delivery.

UK (including Northern Ireland and Channel Islands)

Standard delivery is within 3 – 5 working days and is free of charge. Larger quantities and or heavy items, such as those that containing bigger batteries, shall have the shipping method and associated charges agreed with clients prior to shipping.

Our aim is to dispatch all orders placed before 14:00 (Monday-Friday) within 48 hours of receiving the order, subject to stock availability and security checks. Orders placed after 14:00 or at weekends will be processed the next working day. For UK orders, goods should normally be received within 5 working days.

Products are subject to availability and we shall use reasonable endeavors to supply the products ordered by you in a timely manner. If we are unable to supply any requested product, due to it being discontinued for example, we shall inform you of this as soon as reasonably practicable and if possible offer an alternative product of equal type, quality, and value to the product you ordered if available. Alternatively, you can request a full refund.

If a particular product is out of stock, we will notify you within 2 working days to confirm which product are out of stock. You will then be given the option to receive a refund for the out-of-stock product, and the remainder of your order will be dispatched. Or you can exchange the out-of-stock product for an alternative product that is in stock. If the out-of-stock product is exchanged for another product of greater value, the difference will need to be paid by you before dispatch. If the out-of-stock product is exchanged for another product of less value, the difference will be refunded by a means suitable to you, if you wish us to refund the difference back to the card used to place the order, we will contact you to obtain these details as we do not store card details in accordance with our privacy policy. We will not dispatch your order, including any products that are in stock, until you have confirmed if you would like a refund of the out-of-stock product, or exchange it for a different product that is in stock.

Whilst we will make every effort to deliver within the times stated we will not be liable for any loss caused to you by late delivery. Please notify us as soon as possible either by telephone or email if you do not receive your goods within a reasonable time. We will endeavor to get your goods to you as soon as possible or you may cancel your order and obtain a refund. If products are returned to us as undeliverable, we shall refund the price of the products less appropriate postal and administrative costs.

ACKNOWLEDGMENT OF YOUR ORDER:

Upon receiving your order, we will send you a confirmation email detailing the items you have ordered. Our confirmation of your order shall constitute a binding contract between you and Complexus Limited.