

# PlasticOnline

Welcome to Plastic Online Limited (Ltd) Terms & Conditions. By accessing this website and/or placing an order, you agree to be bound by these terms and conditions as set out below.

## Prices

Prices are subject to change without prior notice.

All prices are believed to be correct at time of display however in the unlikely event of an error resulting in an incorrect price being displayed, we reserve the right to correct the price. If this occurs, you will be informed immediately and asked whether you wish to proceed with the purchase.

## VAT

Please note that as we are based in the UK, our site shows all prices inclusive of VAT.

## Payment

We accept payment by most major credit and debit cards, Paypal, Bacs transfer and by cheque. Your order will be dispatched once full payment has been received and cleared.

## Delivery

We are unable to deliver to PO Box addresses.

The delivery method used is based on the size and weight of the order and also dependant on your location. Delivery will be by either Royal Mail, by courier/pallet company or by our own transport. For deliveries made by courier/pallet or our own transport someone must be at your delivery address to sign for your parcel.

The risk in goods shall pass to you when the goods are delivered. Delivery is deemed to have taken place once a signature has been received accepting the delivery.

From receipt of cleared payment, we will endeavour to dispatch your order within 2-5 working days unless a longer delivery time is shown on the product information page. Dispatch times are calculated in working days i.e. Monday to Friday (excluding Bank Holidays).

Whilst delivery dates are given in good faith, no responsibility can be accepted for costs, damages, charges or expenses caused directly or indirectly by any delay in the delivery of your order.

## Faulty or Damaged Goods

Any returns must be agreed by us in writing and a return authorisation number issued before they can be accepted. In this case, we will supply a replacement and it is likely the defective product will be collected when the replacement is delivered.

We require notification of faulty or damaged items within 3 working days after you receive the goods. We will ask for photographic evidence as this will help us to process your replacement much quicker and also help aid us in any claims which may require processing.

## Unwanted Goods

Any returns must be agreed by us in writing and a return authorisation number issued before they can be accepted.

For Private Consumers: You have the right to return your unwanted order up to 7 days after you receive the goods. The goods must be returned in an unused and new condition. For any return to be accepted and due to the nature of the product, the material's protective films MUST NOT have been removed.

To exercise your right of cancellation, you must inform us by:

- (a) Written notice by post.
- (b) Or notify us by email to [support@plasticonline.co.uk](mailto:support@plasticonline.co.uk)
- (c) Notification by phone is not sufficient.

Where possible, you must provide us with your order number, details of the goods you wish to return and your delivery details.

Except in the case of fault or damaged goods, when exercising your right of cancellation, after the goods have been delivered to you, the costs of returning the goods shall be borne by you. The goods must be returned to us at Unit 2 Pioneer Park, Clough Road, Hull, East Yorkshire, HU6 7HW.

The goods are your responsibility until it reaches us. Therefore for your own protection, we recommend that you send the parcel using a delivery service that tracks and insures you for the value of the goods.

Upon receipt of your unwanted item(s), we will quality check the goods to ensure the product has not been used or the protective film removed. Once these checks have been made, we will confirm the outcome and where appropriate, issue a refund within 30 days. The provisions contained do not affect your statutory rights.

For Business: We do not offer refunds or exchanges for unwanted goods, unless they are faulty or identified as damaged at the time of delivery as detailed above.

### **Liability**

It is the responsibility of the customer to ensure the product they have chosen is entirely suitable for the purpose for which it is ultimately intended.

The materials on our website are provided "as is" without any express or implied warranty of any kind. This includes warranties of merchantability, non infringement of intellectual property, or fitness for any particular purpose or event.

Under no circumstances shall Plastic Online Ltd or its suppliers be liable for any damages whatsoever (including and without limitation, damages for loss of profits, business interruption, loss of information, indirect or punitive damages) arising out of the use of or inability to use the products. Even if Plastic Online Ltd has been advised of the possibility of such damages.

Plastic Online Ltd and its suppliers further do not warrant the accuracy or completeness of the information, text, graphics, links or other items contained within our website.

### **Industry Standard Tolerances**

Please email us at [info@plasticonline.co.uk](mailto:info@plasticonline.co.uk) or phone 01482 333 800 before ordering if you would like information or require specific material tolerances.

### **Colour**

Due to colour variations on different monitors and colour printers, if you are concerned about exact colour matches and wish to clarify, we recommend that you first request a sample to ensure proper colour representation.

### **Copyright**

All contents and information, text, graphics and images is the property of Plastic Online Ltd or the property of their respective owners is protected by United Kingdom Copyright Laws.

### **Trademarks**

All trademarks displayed are the property of their respective owners.

### **Last Updated**

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