



CRATEWORKS E.U.



ORDERING and TERMS:

All our prices include VAT. Prices are valid until further notice

Crate Works Pro XL-C bike case: £145.00	Pro Economy caddy: £25.00*	Chain Keeper: £8.00*
Crate Works Pro XL-TC case: £240.00	HD Aluminium caddy: £35.00*	Chain Support: £13.00*
If not delivered with a Pro XL-C subject to P&P		Fork Support: £12.00

Delivery:

Prices include next day delivery Monday-Friday for England, Wales and southern areas of Scotland. The Highlands and Grampians are a 3-5 working day delivery with an additional delivery charge of £15.00

Please e-mail us for exact delivery details for all areas. Parcels are shipped using a national courier.

For items we have in stock, order processing and preparation are normally completed within 2 working days. However, please allow 5 working days from receipt of the order.

If we do not have stock of a particular item, we will contact you with an estimated time of delivery (normally within 3 weeks) before processing any payments. If you prefer not to wait, you may cancel your order. In the case of any payments having been made, these will be refunded as soon as possible within 30 days of cancellation.

For international orders we will contact you via e-mail with a shipping quote and options.

Ordering:

Print the order form at the end of this document. Then complete the form and fax or post it to us. We can also take your order directly over the phone. An order confirmation will be sent to you within 24 hours of receipt and, where applicable, an e-mail with transport details will be sent on the day of despatch.

Payment:

We accept Maestro, Delta, Visa and MasterCard. With credit or debit card payments the payment is debited on the day of despatch. Alternatively, we can accept payments by cheque, with despatch after the cheque has cleared (cheques made payable to "Pritchard [Packaging] Ltd").

VAT:

VAT is charged at the UK rate of 15%. This is applied to all orders destined for an EU country. For orders outside of the EU, please e-mail us for details and confirmation.

Cancellation and Returns:

You have the right to cancel your order. If you decide to cancel your order prior to us despatching the goods please inform us in writing either by e-mail, fax or letter.

If you are not satisfied with the item you receive, please contact us within 7 working days after the day of receipt in writing by email, fax or post before returning any item. You will be given a **return authorisation reference** to be included with any returned item. Returns are accepted as long as they are received within 30 days of delivery and the item is in new and unused condition.

If the product was defective, or we sent the wrong product, we will refund any applicable shipping charges. Otherwise, in the event of cancellation you will be responsible for all shipping charges, including the cost of returning the item. If you fail to return the item, you will also be liable for all other costs incurred by us in recovery of the item/s.

You are reminded that following cancellation you are under a duty to restore the goods to us, and in the meantime to retain possession of the goods and take reasonable care of them.

In the case of a refusal of delivery, we will still charge all applicable shipping charges, unless prior arrangements have been made. Special order items may not be refundable at our discretion.

Refunds will be made with any deductions for applicable costs within 30 days of receipt of an order cancellation.

Please make returns or send any complaints to the address provided below.

This does not affect your statutory rights as a consumer.

