

FORMTANK STANDARD TERMS AND CONDITIONS

Definitions

'Formtank' is the Trading name of George Rice Limited.

Prices

All prices include VAT at the prevailing rate. Delivery charges for online purchases for Mainland UK delivery (excluding Scottish Highlands) only are included.

Personal information

All personal information collected in the transaction process will be used solely by Formtank and will not be passed to any third party. We may wish to inform you of future offers or promotions. If you no longer wish to receive such communications please email enquiries@formtank.com with the subject 'unsubscribe'.

Security

Our website makes use of encrypted servers which gives assurance that your card and personal details cannot be accessed by another party. Credit card details are processed by the secure payment server - card details are not stored on the Formtank site.

Payment

Payment for goods is made on order placement. For special order and special delivery items, we will contact you prior to taking payment.

Overseas customers

If you wish to place an order for delivery outside of the UK mainland, please contact us and we will provide a delivery quotation. Please note that local taxes or import duties may be applicable and payable by the customer on delivery.

Delivery

Single orders which may have a split delivery (due to item availability) will only attract one delivery charge, which will be applied to the first delivery.

For special delivery and overseas orders we will contact you with a delivery charge quotation.

UK mainland excludes UK islands and Scottish Highlands, Northern Ireland, Isle of Man and Channel Islands.

Standard delivery is on a 42 day service - for larger or bespoke items we will provide a specific estimate of delivery time.

Any unforeseen delay in delivery that may occur will be notified to the customer.

We will try to accommodate specific delivery arrangements wherever possible, however Formtank is not responsible for delays in delivery which are beyond our control. Formtank will not be responsible for any subsequent loss or expense caused due to a delay in delivery for whatever reason.

On request, collection can be arranged from our premises. In this instance a discount will be determined. Please contact us should you wish to collect in person.

Product description

All dimensions are accurate to +/- 10mm. Colour representation is approximate due to the variances of web browsers and monitors.

It is incumbent on the purchaser to ensure that there is sufficient access for delivery of the items ordered.

Returns

Standard items (excluding Bespoke or Special Orders) can be exchanged or returned within 14 working days of receipt of your order. Formtank must be notified of your intention to return. Items returned must be in perfect, original, unused condition with all original packaging and contents. The cost of sending goods back will be borne by the purchaser. On return Formtank will refund the original purchase price less the initial delivery charge and any subsequent collection charge if paid for by Formtank.

In the unfortunate event that goods are received damaged or defective in manufacture, they will be replaced free of charge with no additional delivery charge. It is essential that we are notified of delivery damages within 48 hours of receipt, otherwise claims cannot be upheld.

If goods are received with visibly damaged packaging or it appears that goods may have been opened in transit, it is advisable to examine the contents whilst in the presence of the delivery driver.

Bespoke and Special orders

Many bespoke and special order items are manufactured in customer specific materials, finishes or dimensions. Once a special order has been processed it is therefore not possible to change specifications, cancel or subsequently return.

Furthermore it is essential to check that items are the required size and that they will fit into the space for which they are intended by the customer.

These terms do not affect your statutory rights.

Trading Address (By appointment):

George Rice Limited T/A Formtank
62b Fortess Road
London
NW5 2HG

Registered Office:

George Rice Limited
The Old School
The Stennack
St Ives
Cornwall
TR26 1QU

Registered company no. 6510229

Vat no. 926 737 395

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