





**Terms & Conditions**

As a user of the website, mobile van sales or trade counter, you accept our Terms and Conditions Stated below:

**General**

We reserve the right to change these terms and conditions at any time. Any such changes will take effect when posted on the terms and Conditions page and it is your responsibility to read them on each occasion you use this website. You agree to use this website only for lawful purposes in accordance with these terms and conditions.

**Order Process**

All orders that you place on this website will be in accordance with these terms and conditions. We reserve the right to cancel an order even though an order has been confirmed should the terms and conditions not be accepted.

Goods wrongly ordered and returned will be subject to a 20% handling charge.

**Availability of stock**

All products are subject to availability, although we aim to have accurate representation on our website at all times, however this cannot be guaranteed.

If for any reason, we are out of stock of the item that has been ordered, we will contact you immediately and discuss accordingly.

**Description of goods and prices**

We, Castle Automotive & Engineering Supplies, try our hardest to give the right information on all products; however, errors can occur. We cannot guarantee the accuracy to 100% of our information. Should an occur, or you require further information, please contact us to discuss further.

**Payment**

All orders will be paid in full by the customer before the goods are despatched, excluding Trade Accounts with Payment Terms.

All goods remain the property of Castle Automotive & Engineering Supplies Ltd until full payment has been received.

Payment can be made by credit/debit card. All prices are shown in £s sterling and exclude 20% VAT.

All invoice queries must be submitted within 24 hours of receipt to [accounts@castleengineers.co.uk](mailto:accounts@castleengineers.co.uk)

**Returns, Cancellations and Replacements**

Should a return or substitution be required, customers must contact us within 7 days of delivery. Castle Automotive will then endeavour to seek the correct course of action, whether that be a credit, replacement, or refund. Please note that any refunds and credits will be excluding the carriage.

We must be notified, in writing, within 24 hours of delivery of any damages to products. Please ensure that sufficient evidence, such as photographs, are also included.

Our Returns Address is Castle Automotive & Engineering Supplies, The Pack House, Crittenden Road, Matfield, Kent, TN12 7EN

Please state clearly your reasons for return, and include your full name, order number and delivery address.

Goods wrongly ordered and returned will be subject to a 20% handling charge.

Please keep your proof of delivery receipt safe until your replacement/credit/refund is received from us. Castle Automotive & Engineering Supplies will not be liable for items lost in the post. Items lost in transit to us are not refundable, and in this case you must claim from the delivery insurance used at the time of return.

Refunds of returned items will be made within 5 working days of receipt of product to the card or bank that you used to pay for the item.

Where applicable, you may cancel your order in accordance with your rights under the Distance Selling Regulations.

Unfortunately, the following, but not limited to, is not covered:

Normal wear and tear caused by use in accordance with the operating instructions

- Faulty installation if applicable.
- Accidental damage, faults caused by: improper use, abnormal environmental conditions, overloading, insufficient maintenance, careless operation or handling of the product.
- Use of the product for anything other than normal domestic purposes. · Change or modification of the product in any way.
- Defects caused by the use of parts or accessories which are not Manufacturer genuine components.
- Repairs or alterations carried out by parties other than Castle Automotive & Engineering Supplies