

Terms & Conditions

Please read these Terms and Conditions carefully as they will apply to your use of the Edson Electronics Ltd website. By using this website you are agreeing to these Terms and Conditions. From time to time we may change these terms and conditions and will post revisions on our website.

GENERAL

These terms and conditions are applicable to the supply of all products by Edson Electronics Ltd. We have made every effort to display our products as accurately as possible however we cannot guarantee that the product will be exactly as seen on your monitor and browser.

PRICES

All prices are quoted in £ sterling and are quoted exclusive of VAT.

All prices are exclusive of postage and packaging, unless otherwise stated. The total order value will be displayed before completion of a purchase. Shipping costs are priced according to size and weight.

In the rare event that an item is incorrectly priced on the web site, we reserve the right to not supply that item as said price. In the case of a change of price we will always contact you to ensure acceptance of the revised price. We reserve the right to revise any prices in the event of unforeseen circumstances or a change in the VAT rate.

PAYMENTS

We accept payments made in £ Sterling and all payments by Credit and Debit Cards are processed through recognised Secure Payment Gateway Company RBS WorldPay.

Confirmation of an order placed will automatically be sent and this will indicate that we have received your order request. The processing of the order will follow once we have received confirmation from the payment provider that the payment transaction has been successful.

CANCELLATION

If in the event that you wish to cancel your order, please contact us immediately and we will process a refund of your payment in full quickly and efficiently. This will not incur any charge and we will contact you by e-mail that a refund has taken place.

DELIVERY

Normal despatch of UK orders will be 1 - 2 days.

We will endeavour to ship the total order but any item currently not in stock will automatically be put on a back order and you will be advised.

Any date or period for delivery shall be considered as indicative. We may use any method of delivery available to it and will use reasonable endeavour to meet a delivery or estimated delivery date but except in no circumstances shall it be liable to compensate the Customer for non-delivery, non-performance or late delivery or performance.

Shipping methods:

Royal Mail 1st Class

UK next day delivery courier service

We reserve the right to delay despatch for a number of reasons, including performing any necessary credit or anti-fraud checks or procedures or to ensure that payment has been received in cleared funds in full. Where despatch is delayed for such reasons, the Company will use reasonable endeavours to inform the Customer. Edson Electronics Ltd will not be responsible for delays in the delivery caused by any third party.

ACCEPTANCE

The Customer shall inspect the goods on receipt and shall be deemed to have accepted the goods unless we are notified within 7 days after their receipt. If we are notified within that period we shall be given the opportunity to inspect the goods, and if reasonably satisfied that the goods are not in accordance with the contract for a reason for which we, the seller is responsible, shall at its option replace the goods. (This does not however affect the customer's statutory rights).

If you do not inform us within 7 days, then we will have no liability for items said to be damaged/faulty on delivery.

REFUNDS AND RETURNED GOODS

In the event that you are not satisfied with the products purchased please notify us by email within 7 days of receipt. Return the item to us at your own expense, (unless the item is damaged or faulty) via Recorded Delivery. We will then offer a refund, provided the goods are unused and in merchantable condition. Please note that when issuing a refund, the postage costs on the original order are not refunded unless the goods are deemed damaged or faulty. When returning goods please provide the original order details and return to the registered address.

COMPLAINTS

We want all our customers to be completely satisfied with our service. We will deal with complaints effectively. We will be fair and handle your complaint confidentially. You will receive an acknowledgment within 3 working days and we will provide a timescale for resolving the dispute and keep you notified of progress.

LAW

These terms and conditions are governed and shall be interpreted in accordance with the laws of England and Wales.

Edson Electronics Ltd is a limited company registered in England and Wales. Registered number: 2429552.

Registered office: Unit 2 Coquet Enterprise Park, Amble, Northumberland NE65 0PE

VAT no.: 621015500