

Terms & Conditions of Sale for the Time Box

Our Service Promise

We want you to come back and purchase from us again, but what happens if a product develops a fault? In the unlikely event of a problem, we promise that we will give you as much care and attention as we do when selling you our product.

Customer Helpline

We operate a telephone help line and would be pleased to assist. Call us on 01442 418800 (9.00am – 5.30pm) Monday to Friday or e-mail at support@bodet.co.uk.

Damage or Shortages

If goods arrive in a damaged condition, or there is a shortage in delivery, you must note this on the carrier's delivery schedule if possible. It is your responsibility to inform us of any damage or shortages by phone or e-mail within 24 hours of delivery.

Delivery

We aim to despatch all orders that are placed before 11.00am on the same day, subject to stock availability. After your order is shipped we will advise you by e-mail. We will endeavour to be as accurate as possible with quoted delivery dates, however any delivery dates we may specify are approximate and we shall not be liable for any losses, costs, damages, charges, or expenses you might incur as a result of a delay in receiving your goods or subsequent delays that may result from delivery problems.

Packaging, Insurance and Shipment

Our packaging is specifically designed for our product in order to protect it during shipment. Our standard shipment is 'Special Delivery', and includes damage/loss insurance at no extra charge. In the event of shipment damage or loss you will not suffer financially.

User Manuals

If you experience problems with your purchase please ensure that you read the user manual before contacting us. In many cases reading the manual can solve what seems to be a fault. Some customers fail to fully utilise the user manuals which have been written to be easily understood. If you do not have a support contract or maintenance contract with us, then all calls will be charged at £89 per call.

Warranty

All supplied goods are covered by a return to base 12 months parts and labour warranty. If a fault develops within 12 months of the date of purchase please contact us by e-mail or by telephone and we will arrange for you to return the goods. This warranty does not apply if the product has been damaged by accident, or through misuse or abuse. If the product has been opened, or in anyway modified without prior written approval by Bodet, the warranty shall become null and void. You must contact us before returning any goods. We will either repair or exchange them, at our option. Return to base shipment costs shall be borne by the customer. Proof of purchase is required for any warranty claims.

Restrictions

We ensure that the information shown on our internet site is accurate, however we cannot be held responsible for typographical errors on the internet site, including but not limited to those regarding price. We have a policy of continuous improvement and we reserve the right to change the specification of our products without notice. All products and services are subject to availability and may be withdrawn from sale at any time. All goods remain the property of Bodet Ltd until full payment is received and cleared through the banks.

Notes on Data Protection and use of Personal Data

Your order and address details will be stored and used for order processing and promotional purposes only. We may choose to request information about our customers from a commercial credit reference agency for credit checks prior to delivery. You may opt out of the use of your personal or company information for Bodet Ltd purposes at any time. Send a brief note to Bodet Ltd, Unit 4 Sovereign Park, Cleveland Way, Hemel Hempstead, Herts, HP2 7DA, or e-mail to contact@bodet.co.uk. You can also fax us on 01442 234345. We will acknowledge your opt-out request. We do not sell or otherwise transfer our data to any external marketing services or companies – and that we guarantee.

These Terms and Conditions Do Not Affect Your Statutory Rights

Registered Address: Charter Court Midland Road Hemel Hempstead Herts HP2 5GE
Registered in England No 2485024.
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