



## **ACK Store Customer Information**

### **Delivery Information**

#### **Please check the product specification before you order**

Ensure that you have assessed all the technical specification, available on the website prior to ordering.

#### **About delivery times**

Dates of delivery are considered as approximate. Every effort will be made to ensure that all items shown on our site will be available for delivery within 1 week from order. We provide no guarantee of availability on products shown on our site.

Goods are normally dispatched within 48 hours. If we are unable to carry out your order within 7 days, we will contact you by either e-mail or telephone with an estimated dispatch date and offer you the option of cancelling the order or selecting other goods.

Buyers will become the owner of the goods when they have been delivered and signed for. Once goods have been delivered they will be held at buyers risk and the seller will not be liable for their loss or destruction.

#### **Goods must be examined upon delivery**

Goods must be examined upon delivery for all obvious signs of damage and a record of this should be added to the driver's paperwork so we ask that you add the words 'un-checked package' adjacent to your signature or electronic pad.

If for any reason this is not possible, we ask that the customer informs the seller within 14 hours of delivery receipt should there be any damage or missing items to your order. The seller will have no responsibility or liability once you have signed the goods.

#### **Delivery courier service**

We use a courier service to try and ensure your items get delivered to you as quickly as possible. Couriers will make delivery to the door (or site) only. They will not in any case, deliver items further than the entry door to the premises. Under no circumstances will delivery drivers be responsible for unpacking and positioning the equipment. Preparation for delivery We ask that buyers ensure they have necessary personnel at time of delivery to receive, check and position the equipment.

#### **Requirements for gas appliances and parts**

It is a requirement that any gas appliance or part purchased from the buyer is installed by a Gas Safe registered gas engineer as required by law. A certificate from the engineer should be made available.

## **Requirements for electrical appliances and parts**

It is a requirement that any electrical appliance or part purchased are installed by a qualified engineer. A certificate from the engineer should be made available to the buyer. Where gas equipment is purchased, it is the buyers' responsibility to ensure they have suitable extraction systems in place that meets the current regulations.

## **Returns Policy**

### **Faulty, incorrect or damaged goods**

We hope you enjoy your product. However should goods be delivered faulty, incorrect or damaged, please report to us immediately on 01761 453666.

### **Return of goods**

Should you wish to return your kitchen equipment item(s) it must first be agreed with Advanced Commercial Kitchens Ltd. Return policy applies to all goods in an unused condition. All packaging and associated literature should be present. In the event that you no longer have the packaging, we will be unable to accept the item(s).

Under the Distance Selling Regulations the buyer has the right to return goods at their own cost within 7 working days starting from the date they signed for the goods. Any order that is placed with the seller may be cancelled only with the seller's written consent. If the cancellation is made after equipment is dispatched the buyer will be liable to pay for all associated costs. Items may not be returned without prior warning. A Return Number must be obtained from the seller prior to returning the goods.

A restocking charge of 25% applies, and we reserve the right to charge for return carriage. Credit will only be honoured once the goods have been received and inspected by the seller. In the event of returned goods being used and/or un-saleable, no credit will be given, and the goods will be sent back to the customer at the buyers cost. Any special order/custom made equipment may not be returned unless it is found to be damaged and or faulty. The return of goods is entirely at our discretion.

## **Privacy Policy**

All personal data retained will be used by Advanced Commercial Kitchens Ltd. in accordance with the 1998 Data Protection Act for purposes of accounting and marketing and will not be disclosed to any third party without previous consent in writing of the website user.

## **Order Enquiries**

Call us on 01761 453666 or email [ack-store@ack-wokcookers.com](mailto:ack-store@ack-wokcookers.com) for all enquiries. Please inform us of the ACK order code shown on order email notifications and invoices when making an enquiry.

## **Advanced Commercial Kitchens Ltd. | [www.ack-wokcookers.com](http://www.ack-wokcookers.com)**

Advanced Enterprise House, Farrington Fields Trading Estate, Farrington Gurney, Bristol, BS39 6UU