

# Terms and Conditions

Carcoon Storage Systems Int Ltd. Based in the United Kingdom

## General

This is the website of the official manufacturers. Carcoon SSI Ltd are manufacturers and worldwide distributors of the products featured on this website. Carcoon partner websites are those of distributors or re-sellers. If you are buying or have bought a product from a distributor or reseller, you are doing, or have done, business with that partner, not with Carcoon SSI Ltd. All queries should therefore be directed to the partner with whom you are doing or have done business.

## Refund Policy

Under your contract with us as a consumer, you will have the right to cancel your contract at any time within 14 days of receipt of the goods you ordered under the Distance Selling Regulations. You must take all reasonable care of the goods whilst in your care, the goods must be returned complete and unused in the original package. If we collect the item from you, you will be charged for the cost of collection (up to £100 in some cases). The refund applies to the full cost of the item purchased excluding any delivery charge. You must inform us of the cancellation within the regulatory 14 days.

## Product Guarantees

- Carcoon products are guaranteed against faulty materials and workmanship.
- All products with the exception of Custom products are guaranteed for a period of one year with regards to material and workmanship
- Electrical components forming part of the original equipment carry a further period of warranty extending to Three Years from original purchase date.
- In the event of a suspected fault please contact us as soon as possible to determine the best possible solution.
- In the event of items returned for factory inspection or testing every effort will be made to expedite matters as quickly as possible.
- Carcoon reserve the right to Replace or Repair any items during the Warranty Period.
- It is the customers responsibility to inform us of any incorrect supply within seven days of receipt/delivery.
- All reasonable effort should be made to return the goods in the original packaging.
- Returned good must not be damaged or Used in any way whatsoever.

- All products are subject to availability. In the event of an item being temporarily unavailable we will contact you to discuss any options available. If you then decide not to proceed your order will be cancelled.
- Our policy is to debit any payment due on the Day of Dispatch. We do not Debit Payment on receipt of order.
- Refunds can only be processed using the same payment format as the original purchase payment.
- Goods or Product made to customers specifications are classed as Personalised and are therefore Excluded from the right of Cancellation.
- Refunds to Debit or Credit Cards will take several day to clear, however we endeavour to pass the refund within 3-4 days, however we reserve the right to take up to 21 days if necessary.
- Any warrantee offered does not effect your Statutory Rights, you also have rights under the Distance Selling Regulations listed at <http://www.hmso.gov.uk/si/si2000>
- All Carcoon products will require regular maintenance/servicing, furthermore every effort should be made to keep the equipment in in a serviceable condition.
- Some products are specifically made to be used only in certain environments, example product specifically supplied for indoor or in garage use must not be used outdoors as this will invalidate any warrantee offered.
- Carcoon offer a repair service in the event of any accidental or other damage, however we reserve the right to decline any repair or refurbishment.
- Any damaged or poorly maintained items/products will offer restricted or limited even zero protection therefore such continued use is expressly forbidden.