

Toolsonline Ltd

PO Box 170 Romsey Hampshire SO51 6XX

Terms & Conditions:

General

1. In these terms, 'Toolsonline,' 'we' and 'us' shall mean the company Toolsonline Limited, 'you' shall mean any business or individual who purchases from Toolsonline and 'goods' shall refer to any item, items or services purchased from Toolsonline.
2. These terms and conditions and any contract between us shall be governed in accordance with English law.
3. Toolsonline Limited is registered in England & Wales, Company No.3612273 @ 1st floor, 1 Carrera House, Merlin Court, Gatehouse Close, Aylesbury, Buckinghamshire HP19 8DP. (Please do not use this address for correspondence)
15. The cost of delivery is included for most goods that may be easily transported by regular courier. In the case of larger goods requiring special transport or individual delivery, there will be a charge that may be a flat rate displayed on the relevant web page or that may need to be negotiated and you will be informed of this charge before placing the order.
16. All goods should be carefully checked before you accept and sign for them
17. If you want to export goods, we will arrange for their delivery to your shipping agent at any port within mainland United Kingdom.

Ordering

4. Toolsonline makes every effort to provide full and accurate information on its websites of all goods offered for sale. The information is the same as that given in the manufacturer's brochure. We do not send out brochures, but if you require further advice, a member of our sales team will endeavour to satisfy all your queries.
5. A Toolsonline representative will guide you in your choice of product to ensure that it will suit the purpose for which it is required and inform you of delivery details.
6. Orders may be placed over the telephone, by email, fax or post.
7. On receipt of payment, Toolsonline will send you an invoice by e-mail or post to the address you provide. Whether or not you receive the e-mail or post, this invoice confirms our acceptance of your order and constitutes a binding contract between us.

Prices & Payment

8. The price payable for the goods is the price displayed on the website. Any delivery charge is clearly displayed where applicable.
9. Prices are subject to change and Toolsonline updates its websites on a daily basis, however we cannot accept orders based on earlier pricing that may have been cached on the web. In the event that a supplier fails to inform us of a price rise, we may need to pass this increase on to you, but will not accept your order unless you are aware of the price increase and are willing to pay it.
10. Payment for the goods by either debit or credit card, electronic transfer or cheque is required prior to despatch of the goods.
11. In the case of goods made to order, Toolsonline requires a minimum 25% deposit with order and the balance prior to delivery.

Deliveries

12. Goods are despatched direct from the manufacturer, importer or wholesaler. Toolsonline will advise you of the anticipated delivery date at the time of purchase.
13. Normal carrier deliveries take between 2 and 4 days excluding weekends. Certain goods such as generators may be delivered the next day if the order is placed early in the day and you will be advised of the cut-off time. Delivery of goods such as trailers or large generators may have to be planned according to availability and to the destination. You will be informed of the expected delivery date.
14. Carriers plan their activities at the last moment in order to achieve the quickest turn-around for the greatest number of items. It is therefore not possible to book a delivery time, although Toolsonline will make every effort to arrange a date convenient for you.

Warranty

18. Goods are covered by the manufacturer's warranty.
19. Should a problem arise with the goods, you should contact Toolsonline in the first instance on 01794 521355.
20. Always read and follow any relevant manuals and safety instructions.

Cancellation

21. You have the unconditional right under Distance Selling Regulations to cancel an order within 7 days, starting from the day after the goods are delivered. The only exception to this right is when goods are made to order.
22. To cancel an order you should telephone Toolsonline on 01794 521355 in the first instance in order to minimise any costs such as delivery, return and re-stocking. Cancellation of the order must be confirmed in writing.
23. Goods such as trailers that are built to your specification are non-returnable.
24. Goods that are engine- or motor-driven cannot be re-sold once they have been started and are therefore returned as used goods. If you are unsure about the product, you should contact Toolsonline before filling it with fuel and using it.
25. If the goods are not faulty and you are returning in the cooling off period you will be responsible for the return carriage costs. We also reserve the right to charge you a cancellation fee which is sufficient to cover any losses that we incur as a result.
26. You are responsible for the care of the goods whilst in your possession and for returning them in good condition in the original packaging including all documents and manuals.
27. Toolsonline will reimburse you in full for the goods if they are returned as new. If the goods are found to be used, misused or damaged on return, we reserve the right to charge you a cancellation fee which is sufficient to cover any losses incurred and handling charges.

Liability

28. Toolsonline shall not be liable to you where performance of any of our obligations to you is prevented, frustrated or impeded by reason of acts of God, war and other hostilities, civil commotion, accident, strikes, lock outs, trade disputes, acts or restraints of Government, imposition or restrictions of imports or exports or any other cause not within our reasonable control.
29. To the extent permitted by law, Toolsonline accepts no liability for any loss, damage or injury arising as a consequence of the advice provided.