



## **UK JUICERS TERMS AND CONDITIONS**

Please read the following terms and conditions ('Agreement') carefully as any consumer purchase of products will be subject to these terms and conditions. They set out the agreement between UK Juicers (referred to in this Agreement as "we", "us" or "our") and you ('You' means the person, or persons viewing this website or placing an order on the website). At no point are your statutory rights affected. (Please note, if you are buying products on behalf of a business for use in that business, separate business to business terms and conditions apply. A copy of these can be obtained if you contact us)

The websites [www.ukjuicers.com](http://www.ukjuicers.com) and [www.ukjuicers.co.uk](http://www.ukjuicers.co.uk) are owned wholly by UK Juicers Limited (referred to throughout this website as 'UK Juicers'), whose registered office is: Unit 5 Harrier Court, Airfield Business Park, Elvington, YORK. YO41 4EA. United Kingdom. Company Registration Number 04486135.

Prices on our website are inclusive of VAT but exclude some delivery costs. Where delivery costs are not offered free of charge, these will be calculated based on your location and will be clearly defined at basket stage. Our delivery rates can be viewed [here](#).

### **Ordering methods and confirmation**

Products displayed on our website can be ordered online through our secure server. We accept payment by most major credit/debit cards or via Paypal. If you have placed your order on our secure website, you will receive an email as confirmation of your order. This will be sent within 24 hours to the email address that you provide. If you do not wish to use our secure online ordering service you can also order:

By telephone on: +44 (0)1904 757070 (Office hours 9.00am-5.00pm Monday-Friday)

Or

By Post: Cheques should be made payable to 'UK Juicers Limited' and sent with the total order value including carriage (see website for shipping charges) to:

UK Juicers Limited  
Unit 5 Harrier Court  
Airfield Business Park  
Elvington YORK  
YO41 4EA  
United Kingdom

Please make sure to give a complete order itemisation including delivery cost, your full name and delivery address. An order form can be sent to you on request.

### **Your right to cancel**

Under the Consumer Contract Regulations 2013 the customer is given the right to return unwanted goods within a fixed time period. This "cooling-off" period gives you 14 days in which to cancel your order without giving a reason. The cooling-off period starts on the day that the goods are received at the delivery address specified by you. During this time you are only required to inform us that

you wish to cancel the order and you are not obliged to return the goods within the cooling-off period. However, they must be returned to us within 14 days of notifying us that you wish to cancel.

Your wish to cancel your order can be notified to us in the following ways:

By email to [enquiries@ukjuicers.com](mailto:enquiries@ukjuicers.com)

By completing the online cancellation form in the 'my orders' section when you log in to UK Juicers.

By printing and completing the cancellation request available at this link below and posting it to us:

[www.ukjuicers.com/Lib/Doc/OrderCancellationForm.pdf](http://www.ukjuicers.com/Lib/Doc/OrderCancellationForm.pdf)

By telephone on: +44 (0)1904 757070 (Office hours 9am-5.30pm Monday-Friday).

When exercising the right to cancel during the cooling-off period, we offer free collection of unwanted items when taken to a local parcel shop or a charge of £12.95 if collected from your specified address for mainland UK addresses. We can arrange collection from non-mainland UK addresses at a cost of up to a maximum of £15, depending on the charge made to us by our couriers. For collection charges from non-UK addresses, please contact us for a quote. If you return the goods to us at your own expense we are not obliged to refund any amount that would be greater than our collection charge for the returned item. If you selected a non-standard delivery option for your original order, such as Saturday delivery or a timed option, we are only obliged to refund the amount of our standard delivery charge for the item.

If goods are not returned to us after a customer has exercised the right to cancel, we require that they are made available for collection. The direct cost of collection will be deducted from the refund, except for mainland UK addresses where collection is free of charge. You will remain liable for the cost of any goods that are not returned or made available for collection. We may make a deduction from the refund for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you, or if the goods are damaged by being returned with insufficient packaging. We will pay the refund to your original payment card within a maximum of 14 days from the date of us receiving the returned goods, if the card has expired during this time or if you paid by another means, we will pay the refund by cheque. Where a returned item forms part of a larger order, only the proportion of the delivery charge applying to that item will be refunded.

We want you to be happy with your purchase so please check that it meets with your approval within the cooling-off period. We do not normally accept returns of unwanted goods after this period has elapsed unless they are faulty.

If you are ordering from outside the EU, the Consumer Contract Regulations do not apply and you will not be entitled to a full refund if you wish to cancel. If you wish to cancel an order from outside the EU please contact us.

If you are ordering on behalf of a business the Consumer Contract Regulations 2013 do not apply and our contract of sale with your business is complete when you accept delivery of the goods. It is important that you select the correct product for your needs as you will not be entitled to a full refund if you wish to return the goods. We do not normally accept the return of goods bought by a business unless the product is new and in its original, unopened packaging.

## Returns

Any orders for Christmas Gifts placed in December can be returned right up until January 14th provided they are unused and in saleable condition.

Please ensure when returning goods yourself that you use a reputable delivery service that can provide evidence that they have delivered the goods back to us. We can arrange a reasonably priced courier collection service for larger items, please contact us for details. Please ensure that items for return are packed with sufficient care to ensure damage does not occur in transit. In most cases, sufficient packaging means inside a strong cardboard box with adequate internal cushioning around the product. If you would like any advice on this please contact us.

## **Faulty Goods and Warranty Issues**

This section is in addition to individual manufacturer's warranties and details the process by which products can be returned to UK Juicers for repair or replacement.

Please contact us if you believe you have received faulty goods. Faults occurring after the 14 day cooling off period are still covered by the Sales of Good Act (1979) and also by the individual manufacturer's warranties that come with most products.

Please call in advance before returning faulty items as it may be that we can rectify problems without the item being returned. If this is not possible, we will pay for faulty goods to be returned to our premises (UK only) and forwarded to you after replacement/repair, for a period of up to six months after you receive them. If goods returned during this period are found to be without faults, or if a fault is caused by damage or misuse, you may become responsible for paying our collection and subsequent redelivery costs. If the fault is the result of damage or misuse, you will also be responsible for the cost of any repair or replacement that you request. Misuse includes failing to take reasonable care of the product.

After six months has elapsed from receipt of an order, the customer is responsible for the cost of returning faulty goods. If a fault is found to have occurred due to accidental damage, misuse or expected wear and tear you will be informed of the cost of repair/replacement and return delivery. When payment is received, the goods will be returned to you. If the product has a manufacturing defect that is covered by guarantee we will assist in organising warranty support. Please note that with some products UK Juicers does not deal directly with warranties/repairs and will pass your details to, or ask you to contact the company that does. Repairs and replacements will be subject to that company's Terms and Conditions in such cases. However, the first point of contact should any problem arise is with us. We handle warranty support for some products at our premises.

## **Waste Electrical And Electronic Equipment Regulation 2006**

Much of the UK's WEEE ends up in landfill, where the lead and other toxins it contains can cause soil and water contamination. This can have a harmful effect on natural habitat, wildlife and also human health. Goods are marked with the crossed out wheeled bin symbol to show that they were produced after the 13th of August 2005 and should be disposed of separately from normal household waste so that they can be recycled.

At UK Juicers we care about the environment and we realise that customers sometimes worry about the environmental consequences of disposing of their old electrical appliances. In accordance with the above regulation, if you return your old product to us within 28 days of buying a similar new product from us, we will ensure that it is correctly disposed of. Please note that the regulation states that this is on a 'like for like' basis, so you can't for example send us your old washing machine when you buy a new blender!

## **Making a complaint**

We welcome any form of feedback to help us to improve the service we offer. If you have a complaint regarding any aspect of UK Juicers Limited please contact us. We endeavour to respond to all complaints within 5 working days. We will keep you informed as we handle your complaint and will, in most cases, be able to resolve this within 30 days.

## **Links to other websites and services**

This website contains links to other websites which are not under the control of, nor maintained by, UK Juicers. These links are provided for your convenience only and we cannot be held responsible for the content of those sites.

## **Governing Law**

This agreement between UK Juicers and you shall be governed by and interpreted in accordance with UK law, and UK courts shall have jurisdiction to resolve any disputes.

## **Company Details**

UK Juicers Limited, Unit 5 Harrier Court, Airfield Business Park, Elvington, YORK, YO41 4EA, United Kingdom

Telephone: +44 1904 757070

Email: [enquiries@ukjuicers.com](mailto:enquiries@ukjuicers.com)

VAT Registration No: 804 2184 60

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