

Standard terms and conditions of sale for goods online

Standard Terms and Conditions of Sale for Goods purchased from BioBags (Scotland) Ltd.

Merchandise

BioBags (Scotland) Ltd. has made every effort to ensure that all product information held on this website is accurate. Some information, including images and specification, are derived from third party sources such as manufacturers. Therefore we cannot be held responsible if this information is not completely accurate.

Colours are representative and may not reflect exact shades. Colours are subject to change. The customer accepts that colour differences can occur in any product when it is being viewed and compared on a computer screen. The customer accepts that they will have no right to reject the product on the basis of minor colour differences.

We reserve the right to change and remove any item from the product range at any time.

Faulty merchandise

If a fault is discovered in a finished product and this is not due to the way the product has been handled, stored, or displayed by the customer, a replacement product will be exchanged for the faulty product. Payment refunds will not be made (unless the transaction has been concluded over the Internet and the conditions noted below relating to the return of goods have been adhered to).

Claims for damages or shortages must be submitted in writing to BioBags (Scotland) Ltd. within **10** working days of receipt of the goods (email notification is acceptable); otherwise we have the right to refuse refund or replacement of the goods. Please include the Order ID and date the order was placed.

Pricing

We maintain a competitive pricing policy; VAT will be charged at the rate applicable at the time of sale.

Prices of goods stated on the web site may be subject to changes without any liability on the part of BioBags (Scotland) Ltd.

The total cost of your order is the price of the goods together with delivery charges. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of goods you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or canceling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

Title of all goods supplied shall rest with BioBags (Scotland) Ltd. until payment has been received in full.

Returns

Products sold via the Internet can be returned within seven working days of date of goods received. A refund will be provided as long as the goods (which include all relevant packaging) are returned in the same condition as they were dispatched. The cost of returning the goods will lie with the customer.

Delivery

Any delivery period quoted by the company is provided as a guide for the customer. BioBags (Scotland) Ltd. shall not be held responsible for any loss incurred by a customer due to delivery of the goods being out with the period quoted. Your order will usually be dispatched twice a week as long as all items are in stock; if there are item(s) out of stock we will send them as soon as is practicable. If the item is permanently out of stock, we will contact you via telephone or email and arrange a refund.

If you haven't received your order within the specified time or there is a problem with your order, please advise us at the earliest convenience on e-mail (sales@biobags.co.uk) or phone 01467 651 247. Please have the order details and date the order was placed to hand.

Delivery charges are based on the weight of the order and the region to which it will be posted. If you select the wrong region for any reason and it results in lower postage than is needed to send the order, we will contact you to arrange payment of the outstanding postage before we send the order

Change or cancel an order

If you wish to change or cancel an order please contact us as soon as possible. Please have the Order details and date the order was placed to hand.

If your products have already been dispatched or delivered, you will need to follow our returns procedure.

Contract

Scottish law governs any contract formed between the company and a customer. Any disputes arising out of or in connection with a contract shall be determined by Scottish Courts.

Privacy

Any personal data provided will be treated as confidential in accordance with the Data Protection Act 1998.

BioBags (Scotland) Ltd. does not share its customer lists with any third parties.