

CHRIS ROE

the catering equipment professionals

Terms of Sale

1.0 General terms

- 1.1 All prices are subject to VAT.
- 1.2 Prices and specifications of equipment may change without notice, and the accuracy of advertised information cannot be guaranteed.
- 1.3 Written quotations are valid for 14 days unless otherwise stated.
- 1.4 Any previously stated terms of sale are superseded by this document.
- 1.5 By the act of placing an order the purchaser agrees to be bound by these terms of sale to the exclusion of all others.

2.0 Warranty

- 2.1 Prices include 1 year's parts and labour warranty in the UK unless otherwise stated.
- 2.2 The warranty covers rectification of malfunction in the equipment purchased, or a component thereof.
- 2.3 Lamps, filters, glass and ceramic components are generally excluded from the warranty.
- 2.4 The warranty does not cover faults caused by external factors such as limescale, physical damage, mis-use, failure to follow manufacturers' instructions, the acts or omissions of others, and defects in services such as power, water, ventilation and drainage.
- 2.5 Rectification of any fault not covered by the warranty will be charged for.
- 2.6 No liability will be accepted in the event of equipment failure except to repair the equipment under warranty.

3.0 Delivery and installation

- 3.1 If installation has been requested, it is the purchaser's responsibility to ensure that the equipment will fit into the space available, that access routes are adequate to enable delivery to take place, and that suitable services are in place within 0.5 metres to allow the equipment to be connected to water, drainage, electricity and gas, where applicable.
- 3.2 The purchaser is responsible for providing a safe environment for the installation to be carried out, and ensuring that all current safety legislation is complied with.
- 3.3 If installation has not been requested, equipment will be delivered in its original packaging to a ground floor access point at the delivery address. The purchaser will be responsible for unpacking, disposal of packaging, positioning, assembly and installation.
- 3.4 All items must be inspected for damage at the time of delivery. Claims will not be considered after goods have been accepted.
- 3.5 Quoted lead times are not guaranteed, and no recompense will be made for late deliveries.
- 3.6 Unsuccessful attempted deliveries will be charged for.

4.0 Payment terms

- 4.1 For orders of total value up to £2000.00, full payment in advance or on the day of delivery (or of intended delivery if the recipient is not ready to receive the goods), unless otherwise agreed by Chris Roe Limited in writing.
- 4.2 For orders of total value exceeding £2000.00, 50% deposit with order, balance on the day of delivery (or of intended delivery if the recipient is not ready to receive the goods), unless otherwise agreed by Chris Roe Limited in writing.
- 4.3 We accept cash or BACS payment only.
- 4.4 Leasing facilities or credit terms will be subject to status.
- 4.5 Goods remain the property of Chris Roe Limited until full payment has been made.

5.0 Cancellation

- 5.1 Orders for custom made items cannot be cancelled.
- 5.2 All items except custom made items will be subject to a 25% restocking charge in the event of cancellation.
- 5.3 No order can be cancelled after delivery.

This document is dated 17 March 2023

E&OE