

Terms and Conditions of Sale

1. GENERAL

In these conditions of sale “The Customer” means the person, firm or company ordering or buying goods and or services from Tyrrell Products Ltd. No contract in respect of the goods and or services between Tyrrell Products Ltd and the customer shall exist until Tyrrell Products Ltd has accepted the customer’s order. In placing an order with Tyrrell Products Ltd the customer agrees to be bound by these conditions. Any variation to these conditions shall be inapplicable unless agreed in writing by Tyrrell Products Ltd.

2. GOODS

The goods are subject to availability. If on receipt of your order the goods you have ordered are not available or in stock, we will inform you as soon as possible. Every effort is made to ensure that prices shown on our website are accurate at the time you place your order. If an error is found, we will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order. If we do not receive an order confirmation within 14 days of informing you of the error, the order will be cancelled automatically. All prices and specifications are subject to change without notice. Some catalogue photos may not represent the actual product. All product names, registered trademarks, and trademarks are the property of their respective owners. All information including pricing is correct at the time of publishing.

3. PRICES AND PAYMENT

Prices quoted by Tyrrell Products Ltd are in GBP and include VAT. Delivery Costs will be added at the checkout, prior to making payment. Payment of the price and VAT shall be paid immediately, unless agreed otherwise. Tyrrell Products Ltd shall be entitled to adjust the price at any time before delivery to the customer in the event of any increase arising in the cost of supplying or delivering the goods. Goods are not sold on a sale or return basis and goods are not sold on a trial basis.

4. CANCELLATIONS

Tyrrell Products Ltd shall be at liberty to cancel an order at its own discretion. Tyrrell Products Ltd shall not incur any liability whatsoever to the customer for any loss (whether consequential or otherwise) suffered by the customer as a result of such determination. You have the right to cancel your hardware orders within 24hrs of payment without incurring any costs. Should you cancel your order after this time a restocking fee of 25% will applied if goods are not returned in the original packaging or a saleable state.

5. DELIVERY TO UK ONLY

Deliveries are normally within 7 working days (subject to availability). Upon receipt of your order you will be asked to sign for the goods received in good condition. If you are unable to check the contents of the package at that moment in time please sign for the parcel as "UNCHECKED". Failure to do so may affect any warranty claims that you make thereafter. If you are not at home or in the office when the parcel arrives, a card will be left for you to arrange an alternative delivery date with the courier. Delivery shortages and discrepancies/errors must be reported within 24 hours of the date of delivery and confirmed in writing/email within 3 days. Should you have any problems with your delivery please email us at accounts@tyrrellproducts.com Remember to include your order number (if known), your full name and postcode when corresponding by email.

6. WARRANTY

Hardware items have a warranty of 12-months.

Where the warranty is RTB (return to base) the customer is to pay all costs of shipping and Tyrrell Products Ltd will pay all costs of returning the goods to the customer in UK only. This excludes failures due to accident, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation- modification or damage that is attributable to acts of God. Tyrrell Products Ltd is not liable for items returned by customers in transit. In the event of any claim it is the sender who is responsible for processing the claim to whom ever they used to return the goods.

7. SHIPPING AND RETURNS

If any item is defective within the warranty period which is 12-months, please get in touch with Tyrrell Products via the telephone (+44 (0) 1942 732819) or you can send an email to the following address – accounts@tyrrellproducts.com We will replace any item within 7-14 days after we receive the defective unit, providing the item(s) are available in stock.

Any shipments outside of the UK now include import taxes due to Brexit – the shipper is not responsible for making this payment, this must be paid by the receiver upon delivery.

Please note that we will replace your item with the same product or to the same value as the one you have returned at the time of purchase. We are unable to offer refunds on products over 14 days from date of purchase. If the item(s) are tested faulty they will be either replaced by Tyrrell Products Ltd or returned to the manufacturer for repair or replacement.

8. SUPPORT

For sales support please contact us via accounts@tyrrellproducts.com

Should you require technical support please contact the office on +44 (0) 1942 732819.

Your request for support will be acknowledged the same day and you will be assigned a reference number for future correspondence. A member of our first line support team will respond within 1 working day of receiving your request.

9. LAW

These conditions of sale shall be construed in accordance with English Law. These Terms and Conditions of Sale do not affect your statutory rights.

10. PRIVACY NOTICE

Tyrrell Products Ltd is committed to and will do everything it can to protect your privacy.

We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). We collect information about you for 2 reasons; firstly, to process your order and secondly, to provide you with the best possible service.

We will give you the opportunity to refuse any marketing email from us.