

Terms and Conditions Policy

1.0 Payment terms and conditions

Payment can be made using a credit/debit card or with a cheque drawn on a UK Bank Account only. For non credit/debit card orders the remittance must be included with your order unless an account has been set up for you with appropriate credit terms in advance. Postage and packing should be added to the remittance according to the value of the order. Items remain the property of RAFATRAD Ltd until payment has been processed.

2.0 Credit Card Orders

Credit card orders can be made through the website or over the telephone to us on UK 01892 600191.

Payment transactions for orders made over the telephone will be processed immediately, payment for orders made through the website will be processed when the order is ready for despatch. No electronic records of financial transactions are held by RAFATRAD Ltd on-site but may be held securely as necessary by the Credit Card Company.

3.0 Cards Accepted

We accept all major Bank Debit and Credit Cards. The value of any order must be for a minimum of £4.99.

Orders which do not meet this criteria will be rounded up accordingly.

4.0 Pricing

All information including pricing is correct at the time of publishing. Prices shown on the website exclude postage and packing charges which must be added at the payment stage of the order. Overseas orders will be charged postage at £8.75 for Europe and £15.00 for the rest of the world.

If the order is required urgently next day delivery can be arranged but the full cost will be charged accordingly. If an item ordered is out of stock but the order contains a number of items that are in stock they will be dispatched and then outstanding item(s) sent as soon as stocks are received.

5.0 Colour Reproduction

Whilst every effort is made to reproduce details and colours as accurately as we can on the website, some variations in colour and style may occur due to broadcasting limitations.

6.0 Office Hours

Our normal operating hours are 08:30 am to 4:30pm Monday to Thursday and 08:30 to 3:30 pm Friday exc Bank Holidays. Internet orders received outside these hours, over the weekend or during public holidays will be actioned during the next day of normal working.

7.0 Credit/Debit Card Order Line

UK 01892 600191 Overseas (44) 1892 600191

8.0 Returns Policy

If any exchange or refund is required, please return the goods within 30 days of receipt. Goods must be returned Recorded Delivery and clearly marked for Customer Services.

This does not affect your statutory rights.

We reserve the right to refuse exchange or refund any goods that have been opened, altered or damaged in any way. CDs and DVDs will only be exchanged if found to be faulty.

We will not accept responsibility for lost parcels when returning goods.

9.0 Distance Selling Regulations

You have the right to cancel your order within seven days of receipt, for a full refund. This does not apply to goods personalized or made to your specification.

10.0 Cancelling Orders

To cancel an order please call UK 01892 600191 or e-mail orders@rafatrad.co.uk quoting any order/invoice number for reference.

