

Terms and Conditions of Sale

All service equipment and products purchased from Cooling Edge are subject to a twelve month warranty (unless otherwise stated) from the date of purchase. Warranty will apply against any incorrect manufacture, leakage, corrosion, and fitment providing the correct procedures have been carried out by a competent technician. All products and equipment must be used correctly in accordance with the instruction manuals and or training provided by Cooling Edge. No consequential loss will be covered, i.e. labour charge, mileage, hire vehicles etc.

Pricing

Prices that are quoted by Cooling Edge will be subject to VAT at the current rate (unless otherwise stated) at the time of purchase. Cooling Edge reserves the right to change any prices without prior notice. Catalogue information, images and part numbers are to be used for reference and guidance only. Part numbers and information remains the property of Cooling Edge and should not be used without written consent.

Payment Terms

All Payments by customers will be made with cleared funds unless a credit account has been opened with Cooling Edge. All credit accounts will be due for payment 30 days from the invoice date. (unless otherwise stated in writing). Delays or late payment to Cooling Edge will invalidate any warranties of which these will be dealt with upon total payment of account. Cooling Edge reserves the right to cancel any customer account without prior notice should payment terms not be maintained. All products will remain the property of Cooling Edge until full payment has been received. Cooling Edge reserves the right to collect monies for goods that are outstanding by means of debt collection.

Deliveries / Collections

Deliveries and collections made to and from customers are in conjunction with our carrier company. Neither Cooling Edge or the carrier company will be liable for any loss due to late or failed deliveries or collections. Carriage will be charged at current rate depending on time of delivery, prices will be quoted at point of sale by Cooling Edge and will remain payable in full even if the part supplied is returned. Items received by the customer damaged or incorrect will be credited in full. All damages/shortages must be reported to Cooling Edge within 48 hrs of receipt. Any items received damaged must be signed for as "damaged" and notified with the carrier at time of delivery. All damaged products must be returned within 30 working days of original invoice date along with a copy of the original invoice. Any products returned to Cooling Edge after 30 days will not be accepted for credit.

Returns

Any product that is no longer required by the customer and was supplied correctly will be subject to a minimal administration charge to cover repackaging costs. All items must be returned in original packaging where possible and must be packed to avoid return damage with carriers. Failure to do so will result in no credit being raised.

Warranty

Where a warranty issue is present the replacement part must be supplied by Cooling Edge. If not, then we will endeavour to supply a suitable replacement, under no circumstances will Cooling Edge be liable to paying for a part not supplied/approved by us. We reserve the right to repair, replace or refund. Upon return of the failed item (with a copy of the original invoice or invoice number) credit will be arranged once inspection has been fully carried out and item agreed to be covered by warranty, should the item be deemed as not faulty (incorrect procedures/damage during use etc) then the item will be returned with no credit and will remain payable to the prices on the replacement part invoice that refers. It may be necessary to return the item to the original manufacturer where their decision is final and replacement part invoice remains payable.