

FAQ's

Where is my stuff? How long will my goods take to arrive?

Needless to say it is our intention to get product out to customer as soon as possible. Most of our products are delivered on a Next Working Day Service if ordered before 12 noon the previous working day, this is if stock levels permit! (we have over 95% order fulfilment on next day delivery items). Larger heavy items that require a pallet or lorry delivery (e.g. Ride-On Mowers, Lawn Tractors, Chain Harrows, cement mixers etc) usually take 3 - 4 working days, and may take longer if a PDI is required. Delivery on all our machinery is FREE of charge.

How many delivery options are available for me?

- Next day delivery – This is either done by us using one of our many Cutting Edge vans or by a reputable courier / freight service
- Store collection - Boxed
 - White glove service (we will unpack, test your item and have it ready for your collection.

Please note all STIHL machinery have to either be collected in store as we cannot use any courier or freight company to have it delivered (Stihl Policy) or we can personally have it delivered using our Cutting Edge vans if you reside within a 5 mile radius of our store (FREE of charge)

I am a new customer, why should I register with Cutting Edge?

Registering an account on our website will let us offer you an easy yet superior shopping experience. With your online account set up, you will be able to:

- Buy tools and machinery securely online at any time of the day or night!
- Track outstanding orders and browse your order history
- Store and update your personal details including multiple delivery addresses
- Save individual products or complete baskets until you're ready to order

I've purchased from Cutting Edge before, Why can't I sign in?

There are various reasons why you may not be able to sign in:

- You're entering your email address incorrectly - you originally registered with - check the spelling carefully and try again, it must match the address
- You're entering your password incorrectly - Check the spelling carefully and try again, it must match the password you originally registered with, passwords are case sensitive. If you have forgotten your password, use the Forgotten Password link
- You've bought from our stores or catalogue before but not via our website - even as an existing customer you will need to register for an online account

Why is my credit / debit card being rejected at the checkout?

Check whether you are entering your details as they appear on the card, and that your verified by Visa or MasterCard Secure Code password is correct.

There are various other reasons why your card may be declined including:

- Lack of funds
- A temporary bank error
- Your card may not be authorized for use online

Unfortunately, we are unable to provide you with a specific reason and you will need to contact your card-issuing bank directly for more information.

If you would prefer to talk to someone about the issue, we are only an email or phone call away!

How do I collect from the store?

- Add an item to your shopping basket as normal (the majority of items are available for Buy Online & Collect In- Store, those that aren't are highlighted in your shopping basket)
- At the checkout select 'Collect In-Store'
- Select how you will like to receive the items, either boxed (not assembled) or Fully Built & Tested. Note (Fully Built & Tested NOT will incur any additional labour charge).
- Enter your details and complete the secure online payment
- Print the confirmation page or make a note of your order number
- We'll send you an email confirming this order
- We'll email you when your order is ready to collect
- Bring your order confirmation page to the Cutting Edge store and collect your parcel. If you don't have your order confirmation, please bring your order number and the credit/debit card the purchase was made with

How long will my item(s) be held for me if I want to collect from store?

If you have ordered an item(s) with us, then we have a 2 week holding period from the moment stock is available for you to collect. If an item has to be ordered in, then the holding period does not commence until the ordered item(s) have come into the store.

If for any reason you cannot collect your item(s) before the 2 weeks, please notify us over the phone or email quoting your order reference and we can keep it aside for you.

Do I need to bring any form of identification with me when I collect my order?

When coming to collect an order from our store, a copy of the order confirmation or invoice as well as a "ready to collect" text message will be sufficient however if you only have the order number for an order then we ask that you bring your order number and the credit/debit card the purchase was made with

If you cannot collect the item yourself and a nominated person is coming, then they must have the same information at hand or over the phone verification from the recipient. The nominated person will also be asked to sign for the item.

Do you deliver outside of the UK?

Yes. We do delivery any product outside the UK, however there will be extra postage charges involved with sending the items overseas, depending on the location of the recipient.

What happens if goods arrive damaged?

Upon delivery, please inspect all goods thoroughly before signing. Check for any signs of damage, including the packaging. If for any reason you do receive damaged or missing items, you must either refuse the delivery (If badly damaged) or ensure it is noted on the courier's paperwork. You must then inform us, in writing within 3 working days of the delivery, otherwise we cannot accept liability. No claims with regards to damaged or broken items can be made after the courier has left delivery address, unless they have been signed for as "damaged".

Do you do Product Servicing?

Yes – Cutting Edge handles all warranty / guarantee issues, and also has a full-service workshop with trained machinery mechanics.

I need a Spare Part, can you help?

Cutting Edge offer a comprehensive parts ordering service, but in order to progress your enquiry we need to know the following information: Manufacturer of machine, Model of machine, Type of machine, Age of machine, Serial Number, Specific Part required with lots of detail. You may call / email if you are unsure or have any further queries.