

Carriage Policy

All purchases are subject to our standard delivery charges, according to selected regional area.

Our aim is to dispatch all orders the same working day if received no later than 15.30hrs (Monday to Friday).

All purchases will be despatched on our standard next day delivery service (to mainland UK only, excludes north of Dundee) unless you choose from the options below. **PLEASE NOTE THAT THESE DELIVERY OPTIONS ARE SUBJECT TO AN ADDITIONAL CHARGE**

Such delivery arrangements can only be made by us and will only be offered after direct contact with us.

Deliveries to Northern Ireland/Scotland (North of Dundee)/Southern Ireland are only available as stated below and will incur the following fixed carriage charge:

Northern Ireland/Scotland (North of Dundee) 1-2 day service only = £10.00

Southern Ireland 2 day service only = £15.00

Delivery Options

1. 9.00am delivery = £20.00 charge
2. 10.30am delivery = £10.00 charge
3. 12.00pm delivery = £5.00 charge
4. Saturday am delivery = £20.00 charge

Deliveries

Deliveries will be made in accordance to our carrier company and no loss of earnings/vehicle rental/lease/travel expenses/labour will be liable to the carrier company/Auto Aircon Direct for failed/late/delayed/misrouted delivery of items/goods. All prices will be quoted at point of sale by Auto Aircon Direct and will remain payable in full even if the part supplied is returned.

We do hope that the above meets with all customers' approval and can assure you that we will continue to do our utmost to continue improving all levels of service that we offer.

Returns Policy

Due to increased costs to the business we have to apply a more formal returns policy to help reduce unnecessary overheads. I am sure you will appreciate that we have no alternative to ensure that we are able to continue offering competitive pricing.

Goods not required: returned within 14 days from invoice date will be subject to £8.00 collection charge

Goods not required: returned after 14 days subject to 20% handling charge + £8.00 collection charge

Goods not required: returned after 90 days no credit will be arranged

Goods delivered with damaged packaging: must be signed for on receipt stating 'packaging damaged'

Goods received damaged: collected at our cost (all damages must be notified within 48hrs)

Goods supplied wrong: collected at our cost

Warranties: collected at our cost. Please note compressor warranties to be returned along with 'compressor warranty sheet' which is located in each compressor box

Returns: Should you return the item by your own carrier then there would be no collection charge. Please ensure that all returns are placed in their original packaging.

We trust that we have your understanding, should you have any queries then please do not hesitate in contacting us.

Thank You

Auto Aircon Direct