

Please read our Distant Selling Policy carefully, thank you.

This policy covers goods placed via our websites, and not order placed using any other method.

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Customer Satisfaction Guarantee

At aga-spares.co.uk we make every effort to ensure you are satisfied with our service and the information you receive from our web site. If you are not satisfied in any respect, please refer to our terms & conditions.

Responsibility

It is your responsibility to ensure that the information you have agreed to access and/or download is correct. The aga-spares.co.uk website allows you time to check the outline details of what you buy before you make your purchase. Once you have agreed to the purchase, you are responsible for completing the transaction. We cannot be held responsible for information downloaded in error.

Goods or Services, Third Party Goods

Any goods or services offered on the aga-spares.co.uk website are the responsibility of the respective supplier, unless stated otherwise on the order confirmation. aga-spares.co.uk will assist in recovering any lost goods and/or funds, but will not be held responsible for any actual loss or the replacement of goods or moneys in respect of such a loss.

Goods or Services

1. Customer Satisfaction Guarantee

At aga-spares.co.uk we make every effort to ensure your order is delivered safely, in good time and inworking order.

2. Order Confirmation

As part of your order process with aga-spares.co.uk you will be emailed an order confirmation to the email address that you have entered on the registration form or an alternative address, should you have entered this during the ordering process. We recommend that this email is saved for future reference and a copy printed and

filed for future use if required. This also includes details of our order cancellation and returns policy. In the unlikely event of a complaint or a request to return goods, you will be required to include the order confirmation number that is issued on the order confirmation document. Failure to provide this number may delay your claim or even result in a claim for return being refused.

3. Damaged products or missing items.

Please inspect your purchase as soon as you receive it.

Check to see if the item we have sent is in perfect working condition and make sure we have sent the correct items in the right quantities.

If this is not the case, please notify us within 2 working days of receipt of your item by any of the following means:

Tel. 01902 790900
Email: returns@aga-spares.co.uk
Fax: 01902 790909
Post: ABGO, Unit 1 Sidings Close, Bentley Bridge Business Park, Wednesfield, Wolverhampton, WV11 3DR

4. Faulty products

If you believe the item you have received has a manufacturing fault or defect, please contact us within 30 days by any of the following means:

Tel. 01902 790900
Email: returns@aga-spares.co.uk
Fax: 01902 790909
Post: ABGO, Unit 1 Sidings Close, Bentley Bridge Business Park, Wednesfield, Wolverhampton, WV11 3DR

We will advise you how to return the item and will provide you with a returns authorisation number.

We ask that you then simply return the item in full, along with the original packaging and the fully completed returns form, within 7 working days.

It is your responsibility to make sure that the items are returned to us safely and without any further damage so please ensure it is packed safely and securely. We recommend using a recorded delivery service.

When our returns department receives the item they will inspect it carefully to establish the nature of the fault or defect.

Please understand that we cannot be held responsible for any damages caused due to any improper use such as crash damage. If the item is judged to have been damaged through improper use, we will return the item to you and a further delivery charge will be incurred.

If the item is found to have a manufacturing fault or defect we will arrange collection of faulty or incorrectly despatched items and in these instances you will receive a full refund including the original carriage charge. Any replacement items will then be treated as completely new orders.

Please note that warranty is dependent on the parts ordered and our supplier's discretion. Faulty parts must be accompanied by a report from the engineer stating the nature of the fault.

Due to the function of thermal links, thermal fuses and cut outs these parts are not guaranteed.

5. Delivery

Once your order has been received we commit to deliver the goods within 21 days from the date of order, unless otherwise stated on the order confirmation. We will do our best to meet or better this delivery date; however, should there be a reason for delay of which we are aware we will email you with a revised delivery date. There may be some circumstances where the delivery is delayed through no fault of aga-spares.co.uk, i.e. postal delays, bad weather etc. In these circumstances we will do our best to help, but cannot be held responsible for late delivery.

6. Cooling Off Period

Under the Consumer Protection (Distance Selling) Regulations 2000 (DSRs) you have the right to

cancel your order with us, provided you give us written notice, any time after your order has been placed up until 7 working days from the date you receive your order.

1. Goods must be returned unused, in their original condition.
2. You must inform our returns dept. in writing of your wish to cancel your order. You can do this any time after your order has been placed, up until 7 working days from the day you receive your order.

You can do this in the following ways;

Email: returns@aga-spare.co.uk
Fax: 01902 790909
Post: ABGO, Unit 1 Sidings Close, Bentley Bridge Business Park, Wednesfield, Wolverhampton, WV11 3DR

3. On receipt of your notice of order cancellation you will be given a returns authorisation number, please write this in the Returns Authorisation No. box along with the other required fields on the returns paperwork that is supplied in the box with your goods. Please include this with your goods to be returned so that we can process your refund promptly.
4. Under the DSRs the cost of returning the item to us is at your own expense. We recommend that you insure the return shipment as you are under a duty of care to take reasonable care of the goods and will be liable for damage to them until we receive them in our warehouse. We also recommend that you use a secure, traceable means to return your goods to us and that you retain proof of postage, in case of dispute. On receipt of your returned goods a full refund, including the initial cost of shipping will be issued.

Please send good back to
Returns Dept
ABGO,
Unit 1, Sidings Close,
Bentley Bridge Business Park,
Wednesfield,
Wolverhampton,
WV11 3DR

5. As an alternative to your rights under the DSRs we can arrange collection of your cancelled order.
If you wish us to do this please tell our returns dept. at the same time that you inform them of your wish to cancel your order and they will arrange collection via DPD. If you choose to use this service your refund will only be for the value of the returned goods, not for the original carriage charge.

7. Refunds

We aim to refund customers within 7 working days of receiving your goods back into our warehouse. Once processed, refunds will be transferred back to the original credit card. These guarantees are in addition to your statutory rights, which remain unaffected.