

Terms and Conditions

Despatch and delivery of goods

Items will be despatched from CACDP within 48 hours from receipt of order and will be sent out second class. CACDP will deliver any goods ordered to the address given by you when placing the order.

Payment

Payment for the entire order must be sent with the order form. If an invoice is required, a purchase order must accompany it. Please note, CACDP will not invoice for goods under £20.

For the avoidance of doubt, all ownership in the goods shall at all times remain with CACDP until such time as full payment has been received by CACDP, and in respect of any payment by cheque, where cheques have been presented and cleared.

Unwanted goods

If goods are unwanted on receipt of delivery, CACDP will refund you, providing the goods are returned in good condition within seven days of the goods being received by you.

CACDP will not reimburse the postage costs for returning unwanted goods.

Damaged goods

If on receipt of delivery, goods are damaged in the course of transit, CACDP will either replace the goods or issue a refund providing the damaged goods are returned within seven days of despatch of the goods to you. CACDP will reimburse the postage costs for returning the damaged goods.

Order queries

Any queries regarding an order must be notified to CACDP within seven days of the goods being received by you. No claims can be considered thereafter.

Receipt of wrong goods

If you receive the wrong goods, simply return them back to us with a covering letter explaining that you have received the wrong goods. CACDP shall have no liability to you unless you notify us within 40 days from the date you ordered them.

Goods lost in post

If you do not receive your goods within a reasonable timescale, please call our switchboard on 0191 383 1155 and we will track your order for you. CACDP shall have no liability to you unless you notify us within 40 days from the date you ordered them.

Ordering Notes

Telephone

If you are paying by credit/debit card, you can order by calling:

Telephone: 0191 383 1155

Textphone: 0191 383 7915

Our hours of opening are 9am to 5pm Monday to Thursday, and 9am to 4.30pm Friday.

By Post

Orders can be posted to: **CACDP, Durham University Science Park, Block 4, Stockton Road, Durham, DH1 3UZ.**

Customers are encouraged to use the order form in the centre of this booklet. Please ensure that you include payment instructions and/or an official purchase order along with the order form.

By Fax

If you are paying by credit/debit card, you can fax your order, including payment details to:

Fax: 0191 383 7914

By Email

If you are paying by credit/debit card, you can email your order, including payment details to:

Email: durham@cacdp.org.uk

Ordering Notes

All prices include second class delivery. VAT is not applicable as CACDP is not registered for VAT.

Duplicate orders must not be sent to CACDP by post when ordering by fax, telephone or email. In the event of such duplication, goods will be accepted back for credit providing that the product is unmarked and packaging unopened, a 15% handling charge will be made.

Items will be despatched within 48 hours of receipt of order and will be sent out in the second class post. Delivery usually takes around 4-5 working days.

To reduce administration, payment is encouraged by credit card. Any customer wishing to open a credit account must place orders using an official order. Payment on any such accounts is due within 14 days of the end of the month.

Invoices will only be produced if specifically requested at the time of placing the order and for customers using their credit account. No invoices will be produced for amounts of less than £20.