

Kernow Catering Equipment Terms & Conditions

Payment

Goods must be paid for in full when placing your order, prior to delivery.

We accept all major credit and debit cards, or you can use PayPal or Apple Pay.

If you'd prefer to pay by BACS/bank transfer, please contact us and we'll send you our account details.

Once your order has been placed and payment received, we'll email you confirmation of your order.

Delivery

Delivery costs start from £8.99 including VAT and will be calculated and added to your order at checkout.

You'll receive an email confirmation once your order is placed, and a further email notification when it's been dispatched.

Orders placed before 1pm Monday to Friday will be dispatched the same working day. Orders placed after 1pm or on weekends and Bank Holidays will be dispatched the next working day. Next day delivery options are also available for orders placed before 1pm and will be delivered the next working day (please note, our working days are Monday to Friday, 8am to 6pm, excluding weekends and Bank Holidays).

Please allow up to two additional days for delivery to some rural/remote locations in the UK.

We operate a full track and trace system for every order, from dispatch to delivery, to ensure a smooth, efficient service. We use a range of couriers, and always choose the quickest method, depending on the size of your order/item, so that you receive it as fast as possible.

You can choose to have your order delivered to your premises, home, or to a relative/friend/neighbour if it's more convenient. A signature will be required on delivery, and we'll also need a contact number for the courier, so please make sure you include this when you're placing your order.

Cancellation

Under the Consumer Rights Act, you have the right to cancel your order within 14 working days from the day after receipt of your goods.

If you wish to cancel your order, return the goods and receive a refund, please contact us to arrange this beforehand.

Goods must be returned in their original condition and packaging to ensure a full refund. You will be responsible for the cost of returning the goods and ensuring they are correctly packaged to avoid any damage or loss during transit.

Once received, we'll inspect the goods and provided they're undamaged and unused, we'll arrange for your refund to be processed within five working days.

Please note your original delivery cost is non-refundable.

Refunds & Returns

We do our very best to ensure that items are delivered to you undamaged and in perfect working order. However, on occasion, goods may arrive faulty or damaged and need to be returned for replacement or a full refund.

If your items arrive and they are faulty or damaged, please email us immediately, so we can deal with this as quickly as possible for you and authorise their return. You have five working days from delivery to return any items that arrive faulty or damaged. Please note that we will not accept delivery returns on any items or products that have not been authorised by us first.

Once we've confirmed with you that the goods are faulty or damaged, we will contact you to arrange for their collection, and endeavour to replace them or issue you a full refund.

We will examine the goods once they are re-delivered by our courier and then contact you to advise you of our next steps.

If the item is deemed faulty, in most cases we can offer a like-for-like replacement. However if the item is no longer in stock or unavailable, we will refund any monies

received from you using your original payment method.

If the item is defective, then we will examine it when it's returned and issue you a full refund if appropriate, including any delivery charges you paid originally.

Should items arrive damaged in transit and the damage is obvious, please note this on the delivery note and contact us immediately via email. In this case the item must be accompanied by its original packaging.

In all cases, please ensure all items are properly packaged using the original packaging the goods were shipped in, ready for our courier to collect.

With refunds, we usually process these as soon as possible, and within 30 days of the date we confirmed that you were entitled to a refund.

Please note that we are unable to offer a refund or replacement on items that have been damaged through wrongful or inappropriate use, not following operation/usage instructions or normal wear and tear.

