

# ROSS

## S U R V I V A L

### **Ordering & Delivery**

#### **ORDERING**

Making a Purchase could not be easier. Just browse our web shop, and add any items that you wish to buy into the shopping basket. After you have finished your selection, click on 'checkout' and you will be asked for a few details that we need to be able to complete the order. We currently only accept credit /debit card payments, Visa and MasterCard, Switch, Maestro. Your card details are securely handled by the payment solution, Sage Pay. When confirmation of the order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced Goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

#### **SHIPPING & HANDLING**

All deliveries out with Aberdeen are handled by couriers and require a signature. When there is no one at the address the courier will leave a card to show that they have been and how to re-arrange a new delivery or collection.

#### **DELIVERY CHARGES**

Carriage is charged at £15.00 per Box to locations throughout the UK mainland and the total carriage amount will be confirmed when the order is accepted. Deliveries requested to offshore areas, Highlands and Islands will be subject to an additional surcharge. Collection is always free, but please wait for conformation that your order is ready before setting off.

All Pricing excludes VAT.

#### **INTERNATIONAL ORDERS**

We can ship to a number of overseas addresses; however these will be subject to additional carriage charges. Please contact our sales team by phone or email for a quote.

#### **DELIVERY SCHEDULE**

Where items are out of stock (you will be advised of this once the order has been processed) we will deliver your order when it is complete. We will normally send your order in 3-4 working days. In any event you will be updated if lead times are to be exceeded. In all cases we endeavour to despatch your order within 28 days.

## **RETURNS**

Before Goods are returned for any reason (including guarantee claims) a return authorisation must be obtained from the customer services department. All Goods must be returned with carriage prepaid. Evidence of purchase must be supplied. The decision of the Company as to the eligibility for credit and the amount of credit will be final. A restocking charge equal to 25% of the net price originally invoiced will be deducted from any credit issued other than Goods agreed by the Company to be under guarantee.

Goods that have been customised, badged, embroidered or tailored in anyway will be nonreturnable.

Any Goods returned must be in saleable condition. Goods that are not as new and in an unworn, resalable condition will not be considered for return.

Internet and Mail Order orders to consumers. Your rights to return Goods are protected under the EU Distance Selling Directive. Bespoke (tailored, embroidered, Goods with logo) and special order items specifically ordered by the Company for the Customer are exempt from this protection.

## **BACK ORDERS**

If your item is not in stock, we will back order it for you. You will always have the option to cancel your order if you would rather not wait. We will send your back order on to the original delivery address free of extra charges.

## **CONTACT US**

If you need to contact us, please email [sales@rosssurvival.com](mailto:sales@rosssurvival.com). Alternatively, you can call or write using the details on the website.