

TERMS AND CONDITIONS

1. Returns Policy

Products returned within 10 days, unused, undamaged, with their instructions etc. and properly packaged will be refunded in full. The return carriage cost will be the responsibility of the customer.

To return a product simply call our customer service department on **01227 768189** to obtain a returns authorisation number and then return the product to:

Pestatak Ltd.
Pean Hill Park
Pean Hill
Whitstable
Kent
CT5 3BJ

The Returns Policy does not apply to custom made fly screens.

Damaged or incorrect delivery of goods must be notified to Pestatak Ltd within 3 days of delivery.

2. Delivery Schedule

We aim to despatch all orders for stock items without delay. If your item is not in stock you will be e-mailed - detailing the expected delivery date and the option to cancel your order. Custom made goods will not be manufactured until 24 hours after confirmation of sizes is agreed.

3. Tax Charges

VAT charges are included in the purchase price for all orders delivered in the UK.

4. Delivery Charges

Delivery charges within the UK are included in the purchase price - unless otherwise stated on the product.

5. Guarantee

All our products are sold in accordance with the manufacturers guarantee. Guarantees do not include damage or failure to work caused by neglect or accidental damage. Should you have any problems with our products or services you can contact the customer service team between 9am . 5pm. Monday to Friday on 01227 768189. We will acknowledge problems within 5 working days. This does not affect your statutory rights as a consumer.

6. Reaching Us

To write: Pestatak Ltd., Pean Hill Park, Pean Hill, Whitstable, Kent. CT5 3BJ.

To email: mail@pestatak.co.uk

To telephone: 01227 768189

7. Ownership

Goods remain the property of Pestatak Ltd., until paid for in full, as governed by the Laws of England.

8. Payment

Payment can be made by BACS or by Cheque. Cheques can be made payable to Pestatak Ltd, BACS details will be given at time of ordering.