

ECOFLEET CLEANING SOLUTIONS LIMITED – TERMS AND CONDITIONS

1.1 Business Description

EcoFleet Cleaning Solutions Limited are a UK based manufacturing / trading company specialising in the Commercial Cleaning Chemicals and associated products for sale to Commercial customers and via a network of approved Distributors.

2. Delivery Policy & Costs

2.1 Deliveries

Stock items are despatched within 48 hours of receipt of order and/or cleared funds. In the majority of distance clients outside our immediate delivery zone we utilise the services of third party courier companies to deliver our goods. The average lead time frame for delivery is 2-5 days from date of payment dependent on the clients' location.

2.2 Standard Delivery Costs

Our standard delivery costs are;

£4.00 up to 1kg/1ltr

£9.50 up to 25kg/25ltr

£20.00 25kg+

Exact cost per item is highlighted on the transaction process.

Prices are available on application for weights over and above these standard weights.

2.3 Pallet Deliveries

Clients receiving Pallets should make us aware if no Forklift is available to ensure we instruct our delivery contractor to deliver using a Tail Lift.

2.4 Delivery Zones

These terms and standard delivery costs quoted are for Mainland UK ONLY. Prices and terms outside the UK mainland available on request. We comply to International Trading Policies with regard to exporting products to countries out of the UK mainland.

2.5 Order Tracking

Where a third party offer Tracking Services you can track your order by emailing us at info@ecofleet-solutions.com quoting your name and post code or order reference number.

3. Damages, Returns, Refunds and Cancellation Policy

3.1 Damaged Goods

We replace all damaged goods on receipt of the original damaged goods returned along with the cost of the return postage within 14 days of the date of sale. Please notify us within 3 days via email at info@ecofleet-solutions.com or telephone our customer services department on 01773 432128

3.2 Returns

If, for any reason you are unhappy with your purchase you can return it to us in its original condition (with bottle seal intact and in it's original packaging) within 14 days of the date you received the item and we will issue a full refund for the price you paid for the item (original delivery and return delivery costs, wherever made by our company, will still be payable by the customer).

3.3 Refunds on Returns

You can expect a refund in the same form of payment originally used for the purchase within 5 days of our receiving your returned item/s. If you require an exchange, please contact our customer services department on 01773 432128 or email info@ecofleet-solutions.com

3.4 Cancelled Orders

Orders can be cancelled within 48 hours from the date of ordering. If you wish to cancel and order, please contact our customer services department in writing via email to info@ecofleet-solutions.com

3.5 Return Fees on Cancelled Orders

If the order has been despatched the client may be charged for return shipping. A 10% Return Handling fee may apply.

3.6 Cancelled Orders Due to Un-cleared Funds

We have the right to cancel any order where payment funds are not cleared or payment is cancelled by the client.

3.7 Goods Not Paid For

All goods remain the property of Ecofleet Limited until paid for in full. We have the right to remove unpaid goods from the client's premises and / or take legal action to recover the outstanding debt.

3.8 Late Payment of Debts Interest

We will extend our statutory right of the Late Payment of Commercial Debts (Interest) Act 1998 (and Late Payment of Commercial Debts Regulations 2002 and 2013) enabling us to claim interest on late payments from other businesses on outstanding debts over and above our standard terms of trading.

3.9 Late Payment of Debt Interest Rate

The interest rate under the Act is the Bank of England base rate that applies during the period in which the debt falls due plus 8%.

4. Customer Services Guarantee

4.1 Guarantee

We sincerely value every order placed by our loyal client base and firmly believe that our lively-hood depends on our ability to deliver 1st class products and services.

To this end we take client comments and complaints very seriously and will act to resolve any product or service dispute in a timely manner.

4.2 Product Performance

No liability will be accepted for loss or damage due to product performance.

4.3 Complaints

If you have a complaint on any aspect of our products or services, please write to us in the first instance either via email to info@ecofleet-solutions.com ,via telephone to our customer services department on 01773 432128 or in writing to;

Customer Services Dept.,
EcoFleet Cleaning Solutions Ltd
Brook House
Asher Lane Business Park
Asher Lane
Ripley
Derbyshire
DE5 3SW

4.4 Company Contact Details

Tel: 01773 432128

Web Address: www.ecofleet-solutions.com

Email: info@ecofleet-solutions.com

5. Payment

5.1 Currency Denomination

Our standard Trading Currency is £ GB Pound Sterling. Other currencies considered on request.

We accept and process the following forms of payment;

5.2 Automated Online Payments

Clients can purchase products securely via our website via PayPal and Worldpay.

PayPal - The payment generated can be made directly from a PayPal account or the option for the client to pay via the PayPal Gateway with a Credit or Debit Card is offered by PayPal. The information inputted is a secure system and is not available to us directly.

WorldPay - The payment generated for the client to pay via the WorldPay Gateway with a Credit or Debit Card is offered. The information inputted is a secure system and is not available to us directly.

The Cards accepted include;

Visa Credit

Visa Debit

MasterCard Credit

MasterCard Debit

Visa Electron

Maestro

JCB

5.3 Telephone

Telephone payment transactions are processed using a secure Third Party Virtual Terminal. The card details are taken and inputted by a trained member of staff. Card Payment details are NOT stored in any way. Repeat orders will require the client to submit their Card details each and every time an order is placed. No member of staff is allowed to store Card Details and in the event of a client offering card details for future use will be refused. An invoice showing 'paid' is generated and emailed to clients after successful payment transaction.

The cards accepted include;

Visa Credit

Visa Debit

MasterCard Credit

MasterCard Debit

Visa Electron

Maestro

JCB

5.4 Private and Business Cheques

Clients can pay using Bank Cheques. Stock items are normally despatched on 'cleared' funds within 24 hours. Cheques should be made payable to 'EcoFleet Limited' and sent to our head office below.

5.5 BACS and Bank Transfers

Bank Transfers can be made directly to our Bank Account.

Bank Account Details;

Lloyds Bank PLC, 21 High Street, Alfreton, Derbyshire DE55 7DR

Account No: **4680 9468**

Sort Code: **77-08-14**

5.6 Trade Credit Account

Credit facilities are available to bona-fide businesses. Our standard payment terms for Credit Account clients are 30 days from date of invoice. Credit Accounts are offered to qualifying clients on completion of our Credit Application Form. Our Credit Application form can be requested at info@ecofleet-solutions.com

5.7 Cash

Cash Transactions are only available to clients by qualifying staff. An Invoice is provided as proof of payment for all Cash Transactions.

6. Value Added Tax (VAT)

6.1 VAT Charges

Value Added Tax is chargeable on all invoices.

6.2 VAT Exempt Transactions

VAT Exempt Transactions are allowed to qualifying parties (ie European Trade Policy)

7. Privacy Policy

7. Customer Data

NOTE: We do not store credit card details nor do we share customer financial details with any 3rd parties

What we do with your information

Any personal information we collect will be used in accordance with the Data Protection Act 1998 and other applicable laws. The details we collect will be used:

7.1 To process your order, to provide after sales service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);

7.2 In certain cases we may use your email address to send you information on our other products and services. In such a case you will be offered the option to opt in/out before completing your purchase.

7.3 We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.

8. Your Rights

8.1 Copy Of Information Held

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including name and address to our head office address provided below in section 9.

9. Company Details

9.1 Company Name

Ecofleet Cleaning Solutions Limited

9.2 Company Registered Address

EcoFleet Cleaning Solutions Ltd
Brook House
Asher Lane Business Park
Asher Lane
Ripley
Derbyshire
DE5 3SW

9.3 Company Contact Details

Tel: 01773 432128

Web Address: www.ecofleet-solutions.com

Email: info@ecofleet-solutions.com

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