Terms & Conditions

GENERAL / DEFINITIONS
"Buyer" means the person or organisation that buys or agrees to buy the goods from Firefighter Protection UK Ltd.
"Terms and Conditions" means the standard terms and conditions of sale set out in this document and any Special Terms and Conditions.

QUOTATIONS
Price quotes are valid for 30 days from quotation unless otherwise specified. Invoiced prices may be from quotations, formal bids, contract, current price lists or standing arrangements. Prices are subject to change without notice unless otherwise agreed to for a specified period of time.

PRICES/ORDERING
All products are subject to availability. Carriage will be charged on all prices at standard shipping rates and are in UK pounds. Goods paid for by cheque are dispatched as soon as the cheque clears. Goods ordered by fax or post will be charged at the current price on the day of receipt. For out of stock items, delivery dates given are only estimates. Firefighter Protection UK Ltd reserves the right to revise prices prior to despatch of Goods to reflect any direct or indirect increase in costs to Firefighter Protection UK Ltd. If the price has been paid in full prior to despatch or collection no price revision may take place without the prior written agreement of the Buyer. In the case of other sales, payment is due in full on the terms of credit agreed which shall not be more than 28 days from the date of invoice. Time for payment shall be of the essence and any failure to pay shall entitle Firefighter Protection UK Ltd at its option to treat the Contract as repudiated by the Buyer or to delay delivery until paid (in addition to any other remedy)
If any act or proceedings shall be commenced in which the Buyer's solvency is concerned, all monies under any transaction covered by these Conditions shall become immediately due and payable.
All prices and offers are subject to change and availability, errors and omissions excepted.

PAYMENT
We accept payment by credit card, cheque or BACS transfer. Payment will be debited from your account before your order is dispatched. We will take all reasonable care, in so far as it is our power to do so, to keep details of your order and payment secure. In the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you may provide when accessing or ordering from us.
We advise you to ensure somebody be present at the delivery address since all items are shipped by courier and a signature will be required upon delivery.
While every care is taken in packing and delivery, in the unlikely event that your product is damaged, please contact us immediately.
Whilst every effort shall be made to keep any delivery date, time of delivery shall not be of the essence and Firefighter Protection (UK) shall not be liable for any losses, costs, damages or expenses incurred by the Buyer or any other person or Company arising directly or indirectly out of any failure to meet any estimated delivery date.
Order cancellations, on ordering your goods you have the right to cancel your order within seven days, this must be done in writing, and you will be liable for the cost of any returns. Unsealed goods or items stocked especially to the consumer's specifications are exempt from this right of cancellation.
CREDIT ACCOUNTS
Open account terms are subject to approval of credit application. If a customer has not purchased in six months, updated credit information may need to be submitted and approved for order fulfilment. Payment terms and credit terms are subject to change without notice. Accounts may be opened for Govt. Departments, Education, MOD, Local Authorities; Credit accounts must be selected incorporated business subject to status. Initial order value to open account must be in excess of £300.00. Credit account orders are only accepted on official stationary by fax or post. Credit accounts must be paid strictly within 28 days, and we reserve the right to withdraw credit facilities.

CREDIT ACCOUNT INTEREST ON OVERDUES INVOICES
Interest on overdue invoice shall accrue from the date when payment becomes due from day to day until the date of payment at 12% per calendar month both before and after any judgement.

PLACING ORDERS
All orders must be confirmed in writing with appropriate authorisation.

DELIVERY
Provided your order is "in stock" it will be dispatched at the earliest opportunity. All order’s carry delivery charges. Saturday deliveries can be arranged at extra cost.

RETURNS
If you wish to return goods for any reason (faulty, damaged, an incorrect item) please contact us and have your purchase details to hand Invoice Number, etc.). We shall provide you with a Return Materials Authorisation (RMA) number. Goods returned without an RMA number shall not be actioned. All items must be enclosed and original packaging used. A restocking fee of 25% may be levied on returned products with no fault. RMA numbers are valid for up to 14 days after issue.
If you are unsure of any aspect of our Terms of Business, please do not hesitate to contact us.

WARRANTY
All products are subject to the manufacturer's warranty. Firefighter Protection UK Ltd warrants the Goods will at the time of delivery correspond to the description given by Firefighter Protection UK Ltd. Except where the Buyer is dealing as a consumer (as defined in the Unfair Contract Terms Act 1977, Section 12) all other warranties, conditions or terms relating to fitness for purpose, merchantability or condition of the Goods, whether implied by Statute, Common Law or otherwise are excluded and the Buyer warrants that the Buyer is satisfied as to the Suitability of the Goods for the Buyers purpose. Non faulty goods are subject to a 25% restocking fee and must be returned within 21 days from the invoice date. No refund or credit after 21 days. Overnight delivery charges and P&P charges cannot be refunded. The manufacturers guarantee excludes faults caused by accident, neglect or misuse. This does not affect your statutory rights. During the warranty period, subject to the conditions above, products may be replaced free of charge. If goods are supplied on a trial basis please check the specification and compatibility with the manufacture prior to purchasing. Although our staff can offer advice, they cannot confirm compatibility. In the case of faulty goods, please follow the return procedure. This procedure may involve you dealing with the manufacture directly. We cannot accept non-faulty opened goods for return under any circumstances, unless the goods are faulty. All returns must be authorised by us, and must be returned in suitable packaging, bearing our returns number on the outside. Returns not complying with these terms will be refused. Where a manufacturer offers a money back guarantee, this will normally involve you sending the product back directly to the manufacturer, who will process the refund themselves. All damaged goods or discrepancies must be notified within 48 hours of receipt. E-Mail us at info@firefighterprotection.co.uk if you have any questions or concerns.
Please note that if the product warranty stickers / labels are peeled off the goods, the warranty pertaining to this component will become void.
DATA PROTECTION ACT
Under the data protection act of 2018, all Firefighter Protection UK Ltd customers have the right to know what personal information is held about them on our computer files - our staff will be pleased to advise you. We do not make the names and address of our customers available to commercial organisations for marketing purposes. Occasionally we would like to inform you of new Firefighter Protection UK Ltd products, services and special orders, if you would prefer not to receive this information, please tell us.

GOVERNING LAW AND JURISDICTION
These terms and conditions are governed by English law and we both agree to submit to the exclusive jurisdiction of the English Courts. We both agree that a court may strike out or override any part of these terms and conditions if it considers them to be illegal, unenforceable or unfair and in such cases enforce only the terms and conditions as if the offending clause or clauses had never been contained in them.