

Returns, Cancellation & Delivery Policy*

*Subject to change without notification & subject to discretion of TF Automation management

Returns

All returns are subject to a 20% handling charge or £25, whichever is greater. This is non-negotiable. Only goods from within the TF catalogue or ITS website will be considered for return. Non-catalogue items are non-returnable, unless faulty.

Requests to return goods must be made within 5 days from the date of the delivery note. Returned goods must be unused and in good working order. All returns must be made in writing via email to sales@tfautomation.co.uk and include the order number, date of order and reason for return.

TF Automation reserve the right to decline any returns, especially requests for the return of large quantity orders specifically ordered for your requirement.

TF Automation's decision whether to accept return or cancellation is an independent decision based on our own business policies, this is not dependant solely whether the original manufacturer or our supplier will accept the goods back for return or cancellation of the order. Therefore, direct contact by any of our customers to our suppliers will not be deemed unacceptable and will result in an automatic rejection of that return claim by us.

Cancellations

Any request to cancel an order/back order must be made in writing via email to sales@tfautomation.co.uk. If accepted, a confirmation email will be sent accepting the request. Non-catalogue items cannot be cancelled, under any circumstances. Cancellation of goods must be made within 1 hour of ordering. Cancellation will not be accepted if the goods have already been despatched by the manufacturer. TF Automation will not accept any order cancellation due to the manufacturer extending the expected or promised date.

Delivery Discrepancies

Any discrepancy with deliveries from TF Automation must be reported within 5 days from the receipt of goods. It is your responsibility to check the condition of your consignment whilst in the presence of the delivery driver and sign accordingly if the consignment is damaged. This also applies if the required delivery time is not met and the stated number of parcels are not present. Any claims cannot be accepted if the details are not made apparent on the consignment note.

Customer Order Errors

Customer order errors can only be cancelled/amended within 1 hour of the order being placed. Goods ordered incorrectly can only be returned within 5 days of receipt of the good(s). TF Automation reserve the right to review returns or cancellation trends or history with any individual customer. We may choose to review that customer's pricing structure or credit items to reflect any excessive level of returns or cancellations. TF Automation may also choose to forbid any further returns or cancellations from any one customer, for any reason.