



## WEBSALES TERMS AND CONDITIONS

This page (together with the documents referred to on it) tells you the terms and conditions on which we supply any of the products (Products) listed on our website [www.ascateringsupplies.com](http://www.ascateringsupplies.com) (our site) to you. Please read these terms and conditions carefully before ordering any Products from our site. You should understand that by ordering any of our Products, you agree to be bound by these terms and conditions.

**It is important to understand that AS Catering Supplies Ltd only operate on a business to business basis and all visits to our site and any orders placed through it will be accepted on that basis.**

You should print a copy of these terms and conditions for future reference.

Please click on the button marked "I Accept" at the end of these terms and conditions if you accept them. Please understand that if you refuse to accept these terms and conditions, you will not be able to order any Products from our site.

### Our Refunds Policy

The timeframe for raising a claim for a refund or requesting a return of an item is strictly 7 days from the date of receipt of goods.

Returns will be accepted if goods have been supplied by the company due to an error on our part. Returns for any other reason are purely at the discretion of the company. In any event, an authorised returns note (ARN) must be obtained from the company before any goods are shipped back. Any items received without a ARN will be returned to the sender.

It is essential that goods are physically checked at time of receipt and any damages are noted on whatever Proof Of Delivery the carrier presents for signature. If it is not possible to check the goods on receipt, then the carrier's POD must be signed as "goods unchecked". Failure to do this will result in any subsequent discovery of in transit damage to be refused as carriers will not consider liability for any goods signed for as in "good order". All notifications of damages on receipt MUST be made known to us within 2 days of receipt of goods.

When you return a Product to us.

On receipt of goods we will undertake to process the Credit Note, within 30 days of receipt. Refunds will only be considered if the reason for the return was due to an error on our part. All other authorised returns will generate a credit on account for use within 6 months of the date raised. Unused credits after that time will expire and be removed from the account. result

For any other reason (for instance, because you have notified us that you do not agree to any change in these terms and conditions or in any of our policies, or because you claim that the Product is defective or incorrect), we will examine the returned Product and will notify you of your Credit Note / refund via e-mail within a reasonable period of time. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we confirmed to you via e-mail that you were entitled to a refund for the defective Product. Products returned by you because of a defect will be refunded in full, including a refund of the delivery charges for sending the item to you and the cost incurred by you in returning the item to us.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase and if this was by Credit or Debit card then these details will be requested again as we do not keep said details on file once used.

For more details relating to returns, please see our Returns Policy document.

