

Coriandoli Limited
Brooklands Farm
Hammerwood, East Grinstead
RH19 3QA
email: info@coriandoli.org
web: www.coriandoli.org



Terms and Conditions of Sale

Terms of sale:

Goods remain the property of Coriandoli Ltd until paid for in full.

Orders must be placed and payment must be received before 2pm Monday to Friday for dispatch the same day. Any orders / payments received after the 2pm cut off will be dispatched on the next working day. It is the customers responsibility to notify us that payment has been made before this cut off and in good time to enable us to ensure it is cleared through the bank.

Any orders placed will be confirmed by our Sales Team and invoiced accordingly. All deliveries are sent via DPD on a standard next day service; the price for this is £9.49 +VAT for up to 10KG. The charge of £9.49 +VAT is applicable to UK Mainland services only. Any items to be sent to an offshore address will be liable to an additional charge and we only offer a two-day carriage service; please enquire at the point of ordering for prices. We will confirm carriage charges for over 10KG at the point the order is placed. We can offer other courier services through DPD if requested at an extra charge. We do not send individual tracking details. If tracking is required a name and email / mobile telephone number must be provided with the order.

Payment is to be received via BACS transfer; we do not accept payment in any other form.

Prices are subject to change – notice will be given of any price rise 7 working days before being implemented. Any discounts are given at our discretion and are not guaranteed indefinitely.

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Returning Goods:

Once goods have been dispatched from our warehouse we will accept returns on the following basis:

There is a manufacturing default obvious upon receipt. It is the customers responsibility to check the product before installation for any defects.

If goods are found to be faulty after initial installation we reserve the right to send out parts to rectify the problem. Any costs that may be incurred by the customer (end user) must be preapproved by Coriandoli Ltd before work is undertaken and relevant paperwork/invoices must be sent to Coriandoli Ltd before any payments/credits will be applied. Our products are serviceable items and we will always endeavour to fix an issue with parts before a replacement tap is sent.

Returns will not be accepted purely because a customer has changed their mind, do not like the aesthetics of the product or if the product has been installed unless previously agreed. A restocking fee will be charged at £20 +VAT per item.

The risk and cost of returning goods is with yourselves and not Coriandoli Ltd with the exception of manufacturing faults. All items returned will be tested upon receipt and credits issued accordingly. We will not accept returns whereby the item has been dropped or damaged before, during or after installation.

Any returned goods will be inspected / tested fully before any refund or credit is agreed / given.

These terms immediately replace any previous terms and conditions that have been issued. Acceptance of these terms shall be assumed unless queries are made in writing before any further orders are placed or within 48 hours of the terms being sent – which ever comes first.