

# Terms and Conditions

The Williamson Manufacturing Company Ltd are completely dedicated to your total satisfaction

Our full address is: The Williamson Manufacturing Company Ltd, Aviation House, The Street, Poynings, BN45 7AQ

Phone: 0845 226 3638, Fax: 0845 226 3639, Email: [info@williamsonpumps.co.uk](mailto:info@williamsonpumps.co.uk)

**Making A Purchase** - Making a purchase could not be easier. Just browse [Williamson-shop.com](http://Williamson-shop.com), and click on any items that you wish to buy and put them into the shopping cart. After you have finished your selection, click on 'Order' and you will be asked for a few details that we need to be able to satisfy the order.

We accept most major Debit & Credit cards as payment. We do not charge for any item until it is ready to ship. Backordered items are not charged until they are shipped. You may send your credit card information via phone, fax and telephone or over the Internet.

Pictures and descriptions are intended to be used as a guide only, some pictures may be representations of the product only and may also include other products from the item's range - this does not imply that they are part of the package/item being sold, versions may also change over time.

Please note that prices are subject to change and only prices shown at checkout are guaranteed.

**Delivery Schedule** - Our aim is to despatch stock items to you within 3 business days.

**Deliveries** - If our carriers (Royal Mail, City link, etc.) attempt to deliver your goods and no recipient was available to take delivery, they will take your goods back to their local depot and hold your package for up to 5 working days, if the package has not been successfully delivered within the time given, the order will be returned back to us and classed as a failed delivery. If your order has been classed as a failed delivery, we can either re-send your order (at your cost) or a refund will be issued for the order less any delivery costs incurred by us.

All shipping and handling costs are additional to prices shown.

Additional shipping charges to our standard rate, usually apply to places off the UK mainland, Scottish Highlands and its Islands, IOM, IOW, and so on. Basically if an address is only available via boat, ferry, plane etc. its considered off the UK mainland by all carrier/delivery companies and will incur extra shipping and handling charges. If in doubt, please contact us .

**Back Orders** - In the event your item is not in stock, we will back order for you.

**Tax Charges** - For orders made from the UK or the European Union, 20% VAT is added. We will require details of VAT Reg. number to enable us to charge zero VAT to EU companies.

**Credit Card Security** - All credit card numbers are encrypted in the software when the order is placed using 128 bit encryption. They are only decrypted after they reach our offices. They are not held in clear text on any web site. This site is also protected by a Secure Server.

**Guarantee** - We guarantee your satisfaction. All products carry the standard Williamson Manufacturing Company Ltd guarantee.

**Reaching Us** - If you need to reach us, please email us on [info@williamsonpumps.co.uk](mailto:info@williamsonpumps.co.uk). Alternatively, you can call on 0845 226 3638 or fax us on 0845 226 3639 or write to us at the Williamson Manufacturing Company Ltd, Aviation House, The Street, Poynings, West Sussex BN45 7AQ

**Privacy Policy** - Williamson-Shop.com do not disclose buyers' information to third parties. Cookies are used on this shopping site to keep track of the contents of your shopping cart once you have selected an item, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option.

**Returns Policy** - In the unlikely event that you are unhappy with any of the products you purchase from Williamson-Shop.com please call 0845 226 3638. There is a 20% restocking fee for standard stock items, but for manufactured products or special ordered products we cannot accept product return. Please check with our office if you are unsure whether a product is a standard stock item or not.

For our full terms & conditions please contact us on 0845-226-3638.

The Williamson Manufacturing Company Ltd provides no warranty on usage of pumps. We recommend that life tests be carried out prior to use. This information is given in good faith and believed to be correct and current at time of publishing. The Williamson Manufacturing Company Ltd cannot accept responsibility for its inaccuracy or any errors or omissions contained herein. Copyright The Williamson Manufacturing Company Ltd 2008