

The following terms and conditions do not affect your statutory consumer rights.

DEFINITIONS

Within these terms and conditions the following terms will be referred to:

Customer means the person or company to whom this document is addressed.

1. GENERAL

These terms and conditions are applicable to the supply of products by the Seller, hereafter referred as Simulator Support Services Ltd., trading as Simuservice, to the buyer hereafter referred as the Customer.

Simulator Support Services Ltd. make no representations about the suitability of the information contained in the documents and related graphics, or the products found on this website. All such documents and related graphics are provided "as is" without warranty of any kind. Workshop Supplies hereby disclaims all warranties and conditions with regard to this information, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement. In no event shall Simulator Support Services be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use, data or profits, whether in an action of contract, negligence or other tortuous action, arising out of or in connection with the use or performance of information available from this website.

The documents and related graphics published on this website could include inaccuracies or typographical errors. Changes are periodically added to the information herein. Simulator Support Services Ltd may make improvements and/or changes in the product(s) described herein at any time.

2. PRICE

2.1 All prices are quoted in Great Britain pounds sterling (£), unless otherwise stated.

2.2 All prices are exclusive of delivery costs unless otherwise stated.

3. PAYMENT

3.1 Payments must be made in pounds sterling (£) and by bank transfer or Credit Card unless agreed otherwise prior to invoicing.

Payment should be made within 30 days of Invoice except by prior agreement.

4. PASSING OF PROPERTY

Simulator Support Services Ltd. shall retain the property of the goods until the customer has made full payment and this payment has been credited to the bank account of Simulator Support Services Ltd.

5. PASSING OF RISK

The risk in the goods shall pass to the Customer on delivery, as defined in clause 6.3 below.

6. DELIVERY

6.1 DELIVERY DATE

It is our policy to process and dispatch orders as soon as possible, from the date of your order. Simulator Support Services Ltd. cannot be held responsible for delays in the delivery caused by the manufacturer, courier, or any other third party. If ordered items are out of stock, and are not going to be available from the manufacturer for a period of more than 14 days the customer will be notified by email.

6.2 DELIVERY OF GOODS

All UK and International Orders will be delivered by the courier or delivery service agreed with the Customer.

6.3 PASSING OF RISK

The Customer bears the risk once the goods have been delivered.

7. ACCEPTANCE

The Customer shall inspect the goods within a reasonable time after their receipt and shall be deemed to have accepted the goods unless within 7 (seven) days after their receipt the Customer shall have notified the seller that the goods are rejected. If no such action has been taken, Simulator Support Service shall consider the products being as described, of satisfactory quality and fit for their purposes, and may not accept any reject at a later date.

8. RETURNS PROCEDURE

8.1 If the goods are to be rejected in the time limit set in clause 7 above, the Customer shall comply with the return procedure as defined in clause 8.2, below. Simulator Support Services Ltd. will not accept any returned goods should the return not follow the aforementioned return procedure.

8.2 The customer must return the goods and clearly quote the order number on the returned package. The goods must be returned within 7 (seven) days.

8.3 In cases where the rejection of the goods is due to a defect or discrepancy in the order, the Customer is entitled to a full refund or replacement. The faulty or damaged product must be returned to Simulator Support Services Ltd. with its original packaging before the refund or replacement can be issued.

9. CANCELLATIONS

9.1 Cancellations are only accepted for Simulator Support Services Ltd. stock items if the Customer complies with the following cancellation procedure and before the order has been dispatched. If the order has been dispatched prior to the cancellation, the return procedure as defined in clause 8 (8.2) above will apply. If the procedure is not respected, the order will be considered valid and the Customer will remain liable for the full payment.

9.1a it will not be possible to cancel any special order items supported by a purchase order once Simulator Support Services Ltd. has placed this order with the Manufacturer or third party supplier of the item.

9.2 Cancellations can be made with Workshop Supplies by e-mail to sales@simuservice.com

Simulator Support Services Ltd. will then confirm the cancellation of the order.

9.3 Cancellations made after 7 days from the date of order, carry a cancellation charge of 15% of the total order value.

10. LICENSE AGREEMENT

The Customer shall respect all license agreements delivered by the copyright/trademark owners. Simulator Support Services Ltd. cannot be held responsible or liable for any misuses conducted by the Customer or any third party.

11. INTERNATIONAL CUSTOMERS

Customers from outside the UK can only pay by International bank transfer or Credit Card. All other terms and conditions apply.

12.LAW

These terms and conditions are governed and shall be interpreted in accordance with the laws of England and Wales.