

Terms & Conditions of Purchase

The following terms & conditions apply to all retail sales entered into with Discount Appliance Centre Ltd and with Cooks & Company. Any trade sales are omitted.

How To Contact Us

Discount Appliance Centre Ltd / Cooks & Company
Cook House, Brunel Drive, Newark, NG24 2FB
Main enquiries: 01636 672300
Delivery enquiries: 01636 593911 & 01636 593925
Accounts: 01636 593914
Email: info@discountappliancecentre.com or info@cooksandcompany.co.uk

Price & Payment

All prices advertised are in £sterling, are inclusive of vat unless stated otherwise and are subject to alteration at any time. VAT is calculated at the point of shipping from our warehouse. Payments can be made by Visa. Mastercard, Electron, Maestro or American Express. Charges for the use of these cards are as follows: Visa debit, Mastercard debit, Electron & Maestro will incur no charge. Visa credit, Mastercard credit will incur a charge of 1.68% American Express will incur a charge of 2.5% All Business or Company credit & debit cards will incur a charge of 2.0% We only accept remote card payments that have been processed via our 3D secure online basket or our secure pay by link system. We do not accept any other form of remote payment or any cards that are registered outside of the UK. Alternately you can pay by cheque in advance or bacs to our account and details will be emailed to you in advance. All payments must be fully cleared in our account prior to delivery. No goods will be delivered under any circumstances unless full payment has been received and cleared.

Deliveries

Deliveries are conducted both on a one man to the door step basis and a two man into the property basis. Some deliveries are undertaken by our own staff and others by a nominated third party company acting on our behalf. Please check your sales order document for this information & notify us in advance if you are expecting a different delivery service. Some postcode areas are only accessible by a basic palletised delivery system. These are driver only deliveries to the nearest point of relief. Some deliveries are undertaken by a manufacturers direct delivery service and again this information will be clearly visible on your sales order document. Safe access to a property is at the driver's discretion and he/she reserves the right to refuse if he/she deems it to be dangerous or unsafe under the health & safety regulations. Into the property deliveries are assumed to be ground floor only and may be subject to a pre-delivery survey or questionnaire to determine access issues. Failed deliveries will be subject to a re-delivery charge & this is postcode & service dependant. Deliveries are UK mainland only. Unless clearly stated on your sales order document to the contrary there is no provision for un-packaging of goods, removing of doors, removal of packaging, fitting/installation of items or removal of old appliances for recycling. Deliveries will only be made to the address on the sales order document. Delivery dates are an estimate and are subject to change at any time. Please do not book or engage any third party contractors until you have actually received delivery.

Damage

Please ensure you check items straight away and notify us in writing of any damage to items no later than 24 hours after the time of delivery. In cases where goods are not being fitted straight away and are to be stored for fitting at a later date we still require them to be checked & notified in the same way. No claims for damage will be entertained after this period or once handled in any way by a third party of any kind. Please be aware that the contract of sale is with the person or persons detailed on the sales order document & they are deemed to be the customer under our terms. If a third party is nominated to accept the delivery on behalf of the customer then they are assuming full responsibility for the goods and should unpack and check the goods before they sign for them as no claims for damage can be entertained once they have handled the goods. We reserve the right to request photographic evidence of damage to support your claim.

On Premises/In Store Sales

Your statutory rights are governed by the Consumer Rights Act 2015 and are unaffected. If you wish to return an item you must not have used it and it must be in its original packaging. You can request us to collect it or you can return it to us yourself, either way at your own cost. If the item is un-opened and in perfect condition then there will be a 25% re-stocking charge against the price paid for the item. If the item has been opened or the packaging has been damaged/altered in any way then we will have to assess the re-stocking charge on a case by case basis and you should contact us at our customer services email address. If an item has been used/connected/fitted/installed then no return can be entertained. We reserve the right in some cases to deny a cash refund and issue a store credit.

Remote, Distance & Off Premises Sales

- Cancellation

Your statutory rights are governed by both the Consumer Rights Act 2015 & The Consumer Contract Regulations 2014 and are unaffected.

For items that are not bespoke manufactured or have not been amended at your request (i.e. had a door handing change) you can cancel your contract at any time up to 14 days from the date of delivery. Cancellation requests must be in writing. We have an easy to use cancellation form template available from the customer services tab on www.discountappliancecentre.com or via email to our customer service dept. Any cancellation requests received after 14 days from delivery will be assessed on a case by case basis and we reserve the right to refuse a request.

If you wish to cancel your contract you must return the goods to us in a safe manner or request us to collect them from you at a charge. The goods must not be damaged in any way and you have a duty of care to ensure the un-damaged condition of the items whilst in your possession & when you're returning them to us. If goods are received back to us damaged then we will notify you in writing within 24 hours and any financial implication will be made clear to you at that point.

Refund Policy

Refunds will be made within 14 days of receipt of goods and will be made by the same method we received payment from you. Please note; pricing for any multi buy package or bulk discount deals may be subject to change or alteration should one or more items be returned within your statutory 14 day return period.

Please note that it may take up to 14 days for your bank to credit your account. We are not liable, and cannot take responsibility for, any bank charges that you may incur during the refund process.

- Collection

A collection fee for the cost of returning the goods will apply and will vary depending upon the size. Exact costs will be confirmed to you upon acknowledgment of your claim and based upon your location but some examples are:

Large items such as range cookers over 60cm & USA or French door style fridge/freezers @ £130.00

Standard sized fridge/freezers, washing machines & other associated sized items @ £90.00

Small items such as Vacuum cleaners etc @ £65.00

Customer Service Contact

In the event you experience a problem with a product, wish to cancel a sale or you just need to get in touch with us then please follow these quick and easy steps:

1. Visit our main website; www.discountappliancecentre.com and click the customer services tab at the top of the main page.
2. Complete the online form and someone will come back to you. We aim to respond to all enquiries within 2 working days.
3. If you wish to back up the above with an email then please email: customerservice@thedac.co.uk
4. Please note we must have these requests in writing in order for us to deal with them quickly and effectively.

Warranty registration & manufacturer promotional claims

It is the customer's responsibility to register their purchases with the manufacturer for warranty purposes and this includes any promotional extended warranty an item may be subject to. The same applies to all manufacturers' promotions for free gifts, added value or cashback etc. No liability is accepted for failure to complete these claims and we urge any customer who is unsure of what they have to do or where they should be doing it to contact us immediately and we will be happy to assist.