

Customer Information, Policies & GDPR

Office Hours

Monday to Thursday 8am – 5pm

Friday 8am – 2pm

Saturday & Sunday: Customer service closed (for telephone enquiries).

Payments we accept.

We accept online payment in a secure environment with the following credit and debit cards: Visa Credit, Visa Debit, MasterCard Credit, MasterCard Debit, Visa Electron, Maestro, JCB. We also accept Paypal payments. All of our prices are in GBP and exclude UK VAT We do not keep card details.

How do we process payments?

We process all payments through Worldpay, Stripe or PayPal and we do so when you place your order. Their encrypted servers ensure your card and other personal details cannot be accessed by any third party. We do not retain your card details ourselves. We do collect your personal information through the ordering process and in order to facilitate delivery.

Making a Purchase

Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order. If you are shopping from anywhere outside the UK, place your order and your credit card company will convert the transaction to your own currency. Please note that shipping does not always get factored into overseas purchases. If this is the case, we will contact you with a shipping quote that will need to be paid in full in order for us to honour the order and establish a contract of sale. All warranties relate to sales within the UK. All no UK purchases are covered by the warranty; however, the cost of delivering replacement parts will be subject to carriage costs. We will always endeavour to get you the best possible shipping price. Machines sold outside the UK that require to be returned under warranty will be subject to carriage costs in respect of return and redelivery to you the customer. When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice/sales receipt (not the confirmation email). We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

My account

After your first order you can chose to create an account, you will be emailed your password which will enable you to login. From your account dashboard you can view your recent orders, manage your shipping and billing addresses and edit your password and account details. This is not a credit service.

Policies 2018 GDPR

We collect information from you when you register on our site or place an order. When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or payment card information. You may, however, visit our site anonymously. We occasionally receive payments via BACS and pay our suppliers that way via a secure portal. Payments over the phone are via a Worldpay virtual terminal. Customer information is typed into the terminal including card details, which are then sent for instant authorisation. Once authorised, we can no longer see the card information and critical numbers, etc. and we do not hold any details. We never write down the customer card details for use later and we never will do so.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways: To raise invoices that will be sent to you directly from our accounting software system, and share information with suppliers carriers etc. to fulfil the orders that you have placed with us.

Do we use cookies?

Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognise your browser and capture and remember certain information. We use cookies to help us remember and process the items in your shopping cart.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. We will never release any of the customer data we hold to third parties. We will never sell data, and we will not generally communicate via email or other marketing channels utilising details of our customer data unless they have specifically requested that we do so or have emailed us directly a specific question and we will respond accordingly. Any marketing or general communication to customers will be on an opt in opt out basis. In this regard we will only utilise 3rd party platform such as mailchimp that provides this facility.