

Terms & Conditions

Customers are important to us, without them we would not exist. We will use our best endeavours to keep all of our customers happy, to supply them with the right equipment, at the right price within an agreed timescale. Occasionally things do go wrong. We promise to do our best to ensure that if we do make an error, we will do our utmost to put things right.

Statutory Rights

None of the information below affects your statutory rights. We are a UK based company and all contracts for the sale of goods entered into by Starboard Locker Limited on the website will be subject to the laws of England and Wales.

Acceptance of Order

Once you have made your choice and your order has been placed, you will receive an email acknowledging the details of your order. This email is NOT an acceptance of your order, just a confirmation that we have received it.

Unless you cancel your order, acceptance of your order and completion of the contract between you and Starboard Locker Limited will be completed when we email you to confirm the goods have been dispatched. The sale contract is therefore concluded in England, and the language of the contract is English. Neither our third party payment processor nor our nominated courier has the authority to accept an order on behalf of Starboard Locker Limited.

We reserve the right not to accept your order in the event, for example, that we are unable to obtain authorisation for payment, or that shipping restrictions or additional carriage charges apply to a particular item, that the item ordered is out of stock or does not satisfy our quality control standards and is withdrawn.

We may also refuse to process and therefore accept a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any merchandise from the Site whether or not that merchandise has been sold, removing, screening or editing any materials or content on the Site, refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

Whilst every effort is made to make sure details on our website are accurate, we may from time to time discover an error in the pricing of products. If we discover an error in the pricing of a product in your order, we will let you know as soon as possible. We shall be under no obligation to accept or fulfil an order for a product that was advertised at an incorrect price, or additional carriage charges apply, and reserve the right to cancel such an order that has been accepted or is in transit. If you order a product that is priced incorrectly for any reason, we will email or telephone you to inform you that we have not accepted your order and/or that the relevant part of your order has been cancelled. If you have already paid for the goods, we shall refund the full amount as soon as we are able. In the event that products are recalled in transit, we will process your refund once the products have been returned to us.

Prices

The prices quoted are those ruling at the time of production. Due to circumstances beyond our control, prices may have to be altered up or down, including any alteration to the rate

of value added tax. All prices shown are pounds sterling. All products shown in this service are subject to availability. Acceptance of your order and prices will be confirmed on receipt of your order.

Shipping And Handling

Shipping is via Royal Mail or established courier services. Products are despatched on receipt of payment throughout the normal working week. We do not despatch on weekends or public holidays.

Carriage costs are calculated, by the total weight of the products purchased and the type of delivery chosen.

Delivery to any address outside the UK mainland is by arrangement only.

Handling/Excess charges are only made for products where standard delivery services do not offer adequate facilities for the safe carriage of these items.

If you feel that your order has not arrived in a reasonable amount of time, please contact us with your purchase details and we will address the problem.

For security reasons, we do not offer shipping to any other address other than the registered address of the payment card used.

Delivery Schedule

We will make every effort to dispatch all orders for products held in stock within 24 hours of receipt of order. Due to availability of delivery services, items are only dispatched during standard working hours (Mon-Fri), Some of our products are available through special order only, in which case we shall place an order with our supplier immediately upon receipt of a customer's internet order. The requested item will be dispatched as soon as we receive it in store, usually within 7 days. If there are any issues with availability of stock, we will aim to contact you as soon as we encounter the issue via email to enquire as to what course of action you would like to take.

Standard delivery - This delivery option uses either Royal Mail or equivalent services. The cost is determined by the value, dimensions and weight of the product(s), and normally reaches you within 3 to 5 days from despatch. All orders above £50.00 must be signed for upon receipt and cannot be left without a signature. If our carrier calls when you are not at home they will try & deliver up to 3 times. This service does not have a guaranteed time schedule and we advise anyone requiring delivery within a specified period to contact us prior to ordering to confirm availability and delivery times.

* - Delivery to Highlands and Islands and to some other areas of the U.K. may take longer.

At our discretion, we may upgrade or alter the delivery method to give you a better or more efficient service. This should in no way diminish the level of service or increase the

delivery time indicated.

Back Orders

If your item is not in stock, we will back order it for you.

Should your order not be available within a reasonable amount of time, we will contact you to establish your choice of action:

- Ship the stocked items and cancel the back-order items.
- Ship the stocked items and send the back-order separately.***
- Ship all items together once available.
- Cancel the whole order

Items placed on back-order will be dispatched on the day that they become available, and as such should normally be dispatched within 7 days of the order being received.

*** - This may involve an additional charge at our discretion.

Payment

Starboard Locker Ltd accepts payment by Visa, MasterCard, American Express, Switch, Maestro and Delta & Paypal. All product prices and delivery charges are shown in UK pounds sterling. Your payment card company will perform any currency conversion. Upon receiving your order Starboard Locker Ltd carries out a standard pre-authorisation check on your payment card to ensure there are sufficient funds in order to fulfil the transaction. No payment is debited from your card during this pre-authorisation check. Your card will only be charged upon dispatch of the items in your order. Your card will not be debited for items in your order which have not been dispatched. This is your right under UK law.

Tax Charges

For orders made from the UK or the European Union, 20% VAT is added.

What do I do if there's any other problem with my order?

If you have any problems with an order from Starboard Locker Ltd, let us know and we will advise you exactly what steps we're going to take to rectify the problem. You may write to us at Starboard Locker Ltd, Saint Brelades, Vale Road, Bowdon, Cheshire, WA14 3AE.

Alternatively, you may contact us by telephone on 0161 641 8604 or email us on info@starboardlocker.com.

Standard Returns

If you are not entirely satisfied with your purchase, we will exchange or refund in full, excluding carriage, provided that the items are returned within 14 days of receipt.*

Please check the condition of goods on arrival - we are unable to accept goods damaged during shipping after 14 days.

Returned goods must be packaged securely, with all original packaging undamaged and in a saleable condition i.e. boxes must be in the same condition as when received.

Goods must be unused and security seals intact.*

If you're returning something because you ordered the wrong item or it's not suitable, you'll need to pay the carriage costs to return it to us. If you'd like us to replace the goods with another item, we won't charge you for carriage on the replacement for UK mainland destinations. However, we will refund your carriage in full on faulty goods returned.

Faulty Goods

If you receive your goods and believe them to be faulty, please contact us straight away with a brief description of the problem.

Please contact us by ringing 0161 641 8604 or email info@starboardlocker.com

We'll then give you a returns number.

This returns number will need to be clearly marked on the outside of your parcel so it can be identified on arrival.

Please note, failure to mark a returns reference number on the outside of your parcel may result in a delay in processing your return.

Don't forget you will need proof of postage/carriage on the returned item, just in case!

Once we receive the returned item we'll be able to proceed with a refund or an exchange.

What do I do if an item fails once it's been used?

All goods supplied by Starboard Locker Ltd are from official sources within the UK and are covered by the normal manufacturer's warranty. If you feel that an item has failed prematurely, please advise us. You may write to us at Starboard Locker Ltd, Saint Brelades, Vale Road, Bowdon, Cheshire, WA14 3AE. Alternatively, you may contact us by telephone on 0161 641 8604 or email us on info@starboardlocker.com.

Data Protection

Starboard Locker Limited is registered as a Data Controller under the Data Protection Act 1998. The register entry contains descriptions of the sources, uses and disclosures of personal data held by the company.

Colour Reproduction

Starboard Locker take great care with the colours of the products, as they appear online. The limitations of broadcasting may mean a slight variation. Every reasonable care has been taken to ensure that the descriptions are accurate. However, specifications may change.

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Registered Office

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