



Terms and Conditions

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By placing an order with Nuprol Ltd (here after referred to as the 'company') you (the 'customer') agree to the following terms and conditions:

Acceptance

All orders are subject to acceptance by the company's head office.

All prices are exclusive of carriage and VAT. VAT will be charged (where applicable) at the current rate at invoicing.

Payment

GBP orders can be paid by BACS/CHAPS or credit/debit cards.
EUR orders can be paid by TT or BACS or credit/debit cards.

Orders will not be sent before payment is received.

Delivery Times

Orders will normally ship within 24-48 hours of payment being received (excluding weekends).

Most orders will be shipped via an express courier, larger orders like ones requiring pallets will be shipped with a freight company. Customers are welcome to use their own shipper but all costs incurred will be their sole responsibility and this must be arranged with the company prior to any goods being collected. When goods are collected by the customer/customers forwarder they waive the company from any responsibility and costs involved in shipping the goods.

The company's delivery responsibilities shall be relieved by any force major events.

In the event of your goods being damaged or missing in transit please contact us in writing within 48hrs of receiving the goods. For damaged boxes during shipping please ensure this is noted when signing for the delivery.

Out Of Stock Items

Although we try to keep the stock levels on the website as accurate as possible it may happen sometimes that an item goes out of stock after you have placed your order as orders are only picked once they are paid for. Should you have paid for an item that then becomes out of stock a credit will be created on your account. For order paying by card we will only charge your card once the order is picked. We will try to contact you if we find an item out of stock to try and see if we can find you an alternative but will ship the instock items so not to delay you getting them.

Returns / Faulty Goods

You can return a product for the following reasons ONLY–

- Your product is faulty upon receipt
- Items may be returned 14 days from receipt should you change your mind. All items must be returned unopened with all accessories and packaging in as new condition. Cost of returning items you change your mind about will be paid for by the customer.

Please see our [Returns / RMA Page](#) on the sales website for full information on returning products for any reason.

IF YOU DO NOT FOLLOW THIS PROCESS WE WILL NOT BE ABLE TO TRACK YOUR ITEM AND WILL NOT TAKE RESPONSIBILITY FOR ANY LOST ITEMS.

Returns sent back not following the above procedure or not marking the outer package with the RMA number risk being rejected for delivery or sent back without being processed.

We do test every single return, if a returned item is found not to be faulty we will return the item to you and you will be liable for postage charges. We would advise you to check the item and the instructions thoroughly before returning a faulty item as we will not refund any items found to be in good working order.

Any products taken apart, worked on or modified by anyone other than Nuprol will have any warranty voided and will be rejected for return.

Legal Compliance

It is the responsibility of the customer to make sure they adhere to any laws in their country regarding the purchasing and sales of any products they intend to or have purchased from Nuprol. Nuprol reserves the right to cancel any order or close the account of any customer they find breaking any laws or believe the activities of a customer may bring the brand in to disrepute.

Copyright, Text, Emails and Images

Copyright on all text, images, emails and designs remains with the company and its associated companies. High-resolution images and descriptions are available for customers following the company's approval. Feet Per Second (FPS) stated online or on marketing materials is only to be used as a guideline. Information such as, but not limited to, pricing is not to be shared without prior written permission.

Disclaimer

Although the information and recommendations on this internet website are presented in good faith and believed to be correct, we make no representations or warranties as to the accuracy of the information. Information is supplied upon the condition that the persons will make their own determination as to its suitability for their purpose prior to use. In no event will we be responsible for damages of any nature whatsoever resulting from the use of or reliance upon information from this site or the products to which the information refers. We do not warrant the accuracy on this website and has no liability for any errors or omissions in the materials.

Privacy Policy

Any personal information that you provide to us including your name, address, telephone number and email address will be treated confidentially and will not be released, sold or rented to any entities or individuals outside of the company, other than to deliver your order.

Your credit card details are securely processed which is linked to our bank's merchant account.

If you have any concerns or enquiries regarding the privacy of your data please contact us at sales@nuprol.com or write to:

Accounts

Nuprol Ltd

Unit 11, Epsom Business Park

Kiln Lane

Epsom, Surrey

KT17 1JF

UK

Changes to T&C's

The company reserves the right to change the T&C's without notice. Current T&C's can be found on the sales website www.nuprolsales.com once logged in. These must be agreed to each time at checkout when an order is placed.

Please complete the section below and either send a scanned copy to sales@nuprol.com or via mail to:

Nuprol

Unit 11, Epsom Business Park

Kiln Lane

Epsom, Surrey

KT17 1JF

Company (Print) : _____

Name (Print): _____

Sign: _____

Date: ____ / ____ / ____ (DD/MM/YYYY)