

### **Purchase**

1.0 When you make a purchase from Online Pest Solutions.co.uk you are agreeing to the following Terms and Conditions of Sale. (Your statutory customer rights are not affected)

### **General**

1.1 These terms and conditions are applicable to the supply of all Products by Online Pest Solutions, to the Customer. All other terms and conditions express or implied by statute or otherwise, are excluded to the fullest extent permitted by law.

### **Price**

- 2.1 All prices are quoted in £ Sterling unless otherwise specified.
- 2.2 All prices are exclusive of postage and packing, unless otherwise stated.

### **Payment**

3.1 Payments must be made in £ Sterling only, unless otherwise specified using any of the cards shown. When you have completed your selections you are automatically transferred to our secure server.

3.2 Our secure server is 100% secure and acknowledged as an industry standard for applications requiring a high degree of security.

3.3 After placing an order the Customer will receive an e-mail confirmation of order for the purchase.

### **Passing of Property**

4.1 Online Pest Solutions shall retain legal title to the products until all payment has been

made in full by the Customer.

### **Passing of Risk**

4.2 The risk on the Products shall pass to the Customer on delivery once the products have been received.

### **Delivery**

5.1 Any date or period for delivery shall be considered as indicative only although if a Product is in stock, we aim to send it out to you within 48 hours of your order. If we cannot dispatch an item to you within 21 days of order we will notify you by e-mail and at your request we will cancel the order and refund your money in full. Online Pest Solutions.co.uk cannot be held responsible for delays in the delivery caused by the manufacturer, or any other third party.

### **Acceptance**

6.1 The Customer shall inspect goods upon receiving the products. If goods are damaged this has to be stated on the carriers' email to [online.pest.solutions.co.uk](mailto:online.pest.solutions.co.uk) or if given through courier then through the carriage note. Online Pest Solutions.co.uk should be informed of the faulty products in writing within 3 days of receipt of goods. (This does not however affect the customer's statutory rights).

**Guarantee Refunds and Returned Goods** If any Products supplied should be defective or different from those ordered Online Pest Solutions will provide an immediate full refund on return of Products. Goods exchanged or replaced for reasons other than complaint will be subject to our postage and packing charges for new orders. We will not accept responsibility for postal charges or lost items when returning non-defective goods. All returned non-defective goods must be in stock condition and in the original packaging.

Please address any returned products to Online Pest Solutions, 33 Greville Drive, Birmingham, W Midland, B15 2UU

### **Cancellation**

7.1 Online Pest Solutions.co.uk reserve the right to refuse any order or part of order or to require further or better information to enable it to evaluate or process the order.

7.2 Online Pest Solutions.co.uk accepts no liability for any failure to ship products where this results from its inability to do so or its decision on reasonable grounds not to do so, provided it takes all reasonable steps to notify the customer within 14 days of order placement that products will not be shipped as ordered. In such cases Online Pest Solutions.co.uk will immediately refund any payments made in full. The consumer has the right to cancel their order within 7 working days which starts from the day after the day the customer receives the goods except where the goods are perishable. The customer will have to pay the cost of returning the goods. Online Pest Solutions.co.uk will refund the customer's money within 30 days of cancellation.

### **Licence Agreement**

8.1 The Customer shall respect all license agreements delivered by the copyright owners. Online Pest Solutions.co.uk cannot be held responsible for any misuse constructed by the Customer or any third party.

### **Dispute Resolution**

9.1 If the Customer has any complaint he or she should contact Online Pest Solutions on telephone +44 (0)121 440 6535 or email the complaint to [enquiries@onlinepestsolutions.co.uk](mailto:enquiries@onlinepestsolutions.co.uk). Online Pest Solutions agree to respond promptly to all complaints.

9.2 Online Pest Solutions and the Customer shall use their best endeavours to negotiate in good faith and settle amicably any dispute that may arise.

### **Law**

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