

Purchasing policies

Placing an order online

When an order is placed using our website you are creating an offer for the sale of the items in your basket, we retain the right to accept or decline such offer. Any payment made during this process is provisional and does not represent an acceptance of your order; we will refund any such payment if we decide to decline your offer. Acceptance of your order is in effect from when your items are delivered or collected from us.

Terms of sale

Orders are accepted on the understanding that prices ruling at the date of despatch will apply, and on the following conditions and terms: 1. The prices listed are including delivery to UK mainland unless otherwise stated in the product screen. 2. Shortage or damage must be notified to ourselves within 24 hours verbally and confirmed in writing within 3 days. 3. Non-delivery must be advised within 7 working days of the despatch date show on the invoice. 4. No goods can be returned without our agreement and up to a 20% handling charge may be made. 5. All prices listed are for single units unless specified. 6. Payment is required by PayPal, BACS, Proforma invoice or Credit or Debit Card (Visa, Mastercard, Maestro, as well as NFC payments via Google and Apple Pay). 7. Knights of Arley Ltd retains title and ownership of all goods supplied by them until payment has been received in full. 8. To qualify for the quantity rate discounted price on certain products the items must be ordered on one order, the discounted price cannot be applied to subsequent orders placed for the item(s). 9. All gas appliances and associated spare parts must be installed by a Gas Safe registered installer.

Terms of delivery

If the item is in stock, we will despatch your order within 48 hours of the payment clearing. Knights of Arley Ltd will not be responsible for any loss whatsoever in the event of late delivery of goods. Late delivery will not be accepted as a breach of contract. Any loss or damage to the goods is to be reported within 24 hours after receipt. Knights of Arley Ltd will not be liable for shortages or defects that are not reported within 24 hours following the receipt of goods.