



Barjo Cages & Guards Ltd Terms and Conditions

General

The information on the Barjo Website was correct at the time of viewing. Barjo reserves the right to change specifications and prices without notice.

Ordering Online

An online order can take up to three working days to process. If the customer has any difficulty making an online payment, please call the Barjo Sales Team on 01189 890 240 Monday to Friday (09h00-16h00) or email info@barjo.co.uk for assistance. On completion of the order the customer will receive a confirmation from PayPal for the payment. Barjo will also send a confirmation via email to advise of the current delivery time. The customer will also receive a receipt from Barjo via email. Please check the receipt details and immediately notify Barjo if any information is incorrect as mistakes cannot be rectified once the product is made and Powder Coated.

Prices

All Barjo's prices advertised online include VAT but exclude carriage. Shipping charges do vary. For further details of delivery prices please contact the Barjo Sales Team on 01189 890 240 Monday to Friday (09h00-16h00) or email info@barjo.co.uk.

Payment

Orders can be placed via telephone or the Barjo website (www.barjo.co.uk) and must be paid in full before dispatch or collection of your item. Barjo accept most major credit and debit cards. (There is no surcharge for using a credit card). When orders are placed via telephone Barjo will accept a minimum deposit of 50% of the total cost on tailor-made items. Stock items require full payment at the time of ordering if that item is in stock.

All items ordered online require full payment during the order process. If you wish to pay by Bank Transfer payment, then funds must be cleared before Barjo can dispatch any item. Barjo no longer accepts cheques.

Delivery

In-stock items ordered before 12h00 (midday) will be despatched the same day. Delivery normally takes 1 - 3 working days and Barjo will make every effort to ensure these times are met. Barjo only deliver on normal working days, via courier service, so orders placed on a Friday will not be delivered until the following week. (No deliveries on bank holidays).

Delivery can be any time between the hours of 08:00-18:00 and Barjo strive to get the item to you as soon as possible. However, certain delays can occur that are out of Barjo's control. If in the unlikely event your item is damaged in transit, Barjo will make every effort to resolve the issue as soon as possible but Barjo must be informed of this at the customer's earliest convenience. Delivery times and prices will vary outside of UK mainland.

Refunds and Returns

Items purchased can be returned within 14 days of receipt providing they remain unused and in their original packaging and can either be exchanged or refunded. Return costs are paid by you, the customer, and it is your responsibility to ensure goods returned arrive with us safely, very well packaged and in a saleable state. In the event of loss or damage it is your responsibility to claim compensation from the relevant company (if you have arranged your own courier). On return you will also incur a 10% handling fee. If we are arranging collection of goods correctly supplied, you the customer will incur a collection charge which is normally incurs a surcharge which varies depending on how many boxes and where you are located. (please ask for collection cost prior to arrangement). On return you will also incur a 10% handling fee. No refund will be given until the goods have been returned and thoroughly inspected by Barjo. Any items found to be modified, tampered or show any signs of damage or use will not be accepted back into stock under any circumstances.

Tailor-Made Goods

Whilst every effort is made to help the customer make the right decision on what products they require, Barjo does rely on its customers providing correct information at the time of ordering. A minimum non-refundable deposit of 50% is required when ordering a tailor-made product. Customers have a 14 day cooling off period to cancel should they change their mind.

Any tailor-made products that Barjo produce using the measurements provided by the customer are non-refundable if the item does not fit. Please check any measurements or details as Barjo does not accept responsibility if they are incorrect.

Guarantee

All Barjo products carry a one year guarantee for normal use. This does not cover damage by destructive dogs or misuse. As Barjo cannot control the environment where products will be stored Barjo is unable to guarantee the surface coating.

Privacy Update 2018

1. All data supplied by you is stored electronically on our database and will remain there unless instructed otherwise by yourself and is password protected.
2. Only our Data controllers have access to this information.
3. We do not sell or pass on any of your data to a third party except for the courier company to provide your delivery.
4. You can request your data at any time by contacting us.
5. By accepting our terms and conditions you are giving consent for us to use your data to complete your order and to share your details with our Courier providers.

The above terms and conditions do not affect your statutory rights.