

Terms & Conditions

These Terms & Conditions ("T&Cs") apply to all orders placed with Garrison Dales Ltd ("we", "our", "us") by the customer ("you", "your"). By placing an order, you agree to be bound by these T&Cs.

1. Definitions

- **Company:** Garrison Dales Ltd.
 - **Customer:** Any business, wholesaler, or purchaser ordering goods from Garrison Dales.
 - **Goods:** Any products supplied by Garrison Dales.
 - **Order:** Any purchase request placed by the customer via website, phone, or email.
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2. Orders & Acceptance

- Orders may be placed via our website, by phone, or by email.
 - No minimum order value is required.
 - Orders are accepted at our discretion.
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3. Prices & Payment

- All prices are **exclusive of VAT**.
 - Payment terms are **30 days end of month from invoice** for approved trade accounts or **upfront payment** for all other customers. Unless there have been different terms agreed, any alternative terms must be agreed in writing by both parties.
 - Payments may be made by **card or BACS transfer**.
 - We do not tolerate late payments. Overdue accounts will be contacted immediately. Persistent late payment may result in your account being switched to upfront payment only.
 - We reserve the right to charge interest in line with the **Late Payment of Commercial Debts (Interest) Act 1998**.
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4. Delivery & Risk

- **Delivery Charges:**

- Free UK delivery on orders over **£50 (ex VAT)**.
 - Free Ireland delivery on orders over **£150 (ex VAT)**.
 - Orders under these thresholds are subject to an **£8 delivery charge**.
 - Direct-to-customer deliveries may incur additional charges of £11.
 - Unless there have been different terms agreed, any alternative terms must be agreed in writing by both parties.
- **Delivery Times:** We aim for **next working day delivery**. Some products may take **3–5 working days** depending on supplier availability. You will be notified if delays exceed this.
 - **Risk:** Once goods are handed to the courier, delivery risk passes to the courier. However, we will assist you with any courier-related issues.

5. Returns, Shortages & Faulty Goods

- Any shortages, damages, or faulty goods must be reported within **7 days of receipt**.
- Returns for unwanted goods must be arranged by the customer, who is responsible for return postage costs.
- For faulty or incorrect items, return carriage will be covered by Garrison Dales.
- Returned goods must be in original packaging and resaleable condition unless faulty.

6. Retention of Title

- Goods remain the property of Garrison Dales Ltd until payment is received in full.

7. Warranties & Liability

- Goods are supplied with the manufacturer's warranty where applicable.
- Our liability is limited to the value of the goods supplied. We are not liable for indirect or consequential losses.

8. Force Majeure

- We are not liable for delays or failure to supply goods caused by events beyond our control (e.g. natural disasters, strikes, supplier shortages, transport delays).
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9. Intellectual Property

- All images, catalogues, trademarks, and marketing materials remain the property of Garrison Dales or their respective owners and may not be reproduced without permission.
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10. Data Protection

- We comply with the **UK GDPR** and Data Protection Act. Please see our **Privacy Policy** for details on how your data is handled.
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11. Governing Law & Jurisdiction

- These T&Cs are governed by the laws of **England and Wales**.
- Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.