



Terms and Conditions

When you place an order with Adaptavate Ltd you agree to accept the following terms and conditions.

Making A Purchase

Adaptavate aims to deliver goods of the highest quality. Every effort is made to display only items that are in stock or which can be dispatched to you quickly or direct from the manufacturer. From time to time we may be unable to meet our usual delivery times due to certain items being unavailable, in which case we will advise you immediately. If this does occur, you will be given the opportunity to 1) have the products sent as soon as they become available or 2) to cancel the order.

All prices quoted in quotations are in British pounds sterling (£) and clearly denote Value Added Tax (VAT) at 20%. We make every effort to ensure the prices are accurate, however changes beyond our control do occasionally occur. If this happens we will contact you before shipping your order to gain your agreement to the revised price or to amend or cancel the order.

Orders are accepted at the sole discretion of Adaptavate and are subject to your credit or account card being authorised for the transaction. All payments are due on order of the goods. Goods may not be dispatched if the payment has not been successfully received.

You will receive a confirmation email within 24 hours of your order being placed. This will include your order number, our contact details, a full list of the products you have ordered and all costs.

If you wish to pay by cheque please call us to place your order. Cheques should be made payable to "Adaptavate Ltd".

Every effort is taken to ensure that the information contained in this web site is correct and up to date. However, Adaptavate disclaims all warranties and representations as to the accuracy of any information contained if at any time it becomes inadvertently out of date or incomplete. Adaptavate cannot be held responsible for any loss or damage that may arise from the use of this information.

Returns Policy

We want you to be totally satisfied with your order. So if you are unhappy with your goods for any reason, you can return unopened, standard stock items, in their original condition, within 14 days of receipt, returned goods may be subject to a handling charge. The goods should be returned, at your cost, and must arrive with Adaptavate in a condition fit for resale for a refund to be made.

Any non-standard stock products cannot be returned unless defective.

Damages



Any damages must be notified to Adaptavate within 24 hours of receipt if a claim is to be made.

Cancelling Your Order

If you wish to cancel your order it is important that you do so within 24 hours of placing it. Where you have requested express delivery, a cancellation instruction must be received prior to one o'clock in the afternoon that precedes delivery day.

Delivery Schedule

All orders are normally dispatched within 7 working days; if there is likely to be a delay we inform you as soon as possible. Monday to Friday aim to ship within one day of receiving an order and orders received before 11am are usually dispatched same day. Orders placed after 11am on Friday, any time on Saturday or Sunday are not packed until Monday at the earliest.

Express delivery offers a next-day service for orders received before 11 a.m. Please note that for both standard and express services, deliveries are only made between Monday and Friday and not at the weekend.

Tax Charges

All prices are show in UK pounds and are inclusive of VAT.
The Adaptavate VAT registration number is: 250 4373 29

Reaching Us

For general information contact Adaptavate by emailing us at info@adaptavate.com or by phone on 01453 827800.

Our postal address is:

Adaptavate , Unit 10 Button Mills Industrial Estate, Lower Mills, Stonehouse,
Gloucestershire, GL10 2BB

We are open 9:00am - 5:30pm, Mon - Fri.

For a map of where we are see our '[Contact us](#)' page.

Complaints Procedure

We endeavour to respond to all complaints within three working days. Please email info@adaptavate.com or call us on 01453 827800. If for any reason we cannot resolve your complaint immediately we will advise you on how long we expect it will take and keep you fully informed throughout the process.