

Cancellation and Returns

Non-Standard Equipment

Products manufactured to your specific requirements i.e. by way of colour, size or options are non-standard goods and cannot be cancelled.

Prior to despatch non-standard goods that are in production cannot be cancelled and payment must be made in full.

After despatch non-standard goods cannot be cancelled or supplied on a sale or return basis.

Alterations or modifications to orders can only be agreed if the item(s) are not in full production.

We are unable to accept responsibility for customers ordering non-standard goods to the wrong size or specification.

Care should be exercised where orders are placed by buyers, administrators or practice managers who are not treatment professionals. Beautelle do not accept responsibility for the order of unsuitable or inappropriate items arising from errors in specifying equipment requirements.

Standard Items

Where standard items have been ordered in error, cancellation prior to despatch will be subject to a 5% handling charge.

After despatch if standard goods are not as expected, Beautelle Ltd (BL) may agree to their return on the following conditions:

1. A request must be made to BL within 7 working days of receipt of goods and confirmed in writing to us by letter, fax or email.
 2. No goods will be accepted for refund unless a return authorisation has been given by BL prior to their return.
 3. The item(s) must be returned in perfect condition complete in the original packaging, together with a copy of the invoice. Goods returned damaged due to poor packaging will not entitle the buyer to a full credit/refund.
 4. The company accepts no responsibility for loss or damage in transit to parcels being returned.
 5. Any refunds will be made at purchase price of item less a 10% handling charge, within 30 days of their return to BL.
- The customer is responsible for full carriage costs for both original and forward consignments.

Prices and Specifications

Prices shown in our catalogue and on our website are correct at date of publication but are subject to alteration without prior notice. Prices on our price list and website are shown exclusive of VAT. Errors and omissions are excepted. We take special care to show correct specifications, sizes and weights and such descriptions, whilst given as a guide in good faith, are subject to modification as part of our on-going development programme. All dimensions and weights quoted are approximate. Colour finishes may vary between ranges. Due to the wood treatment process a +/- 2cm size difference/slight weight variation may apply to wooden equipment.

Manufacturing and Delivery

Manufacturing times quoted are in good faith, but shall not be binding. BL undertake to effect delivery as expeditiously as possible. Delivery dates cannot be guaranteed as they may be affected by circumstances beyond our control. BL does not accept any responsibility for transport delays causing late delivery. Extra handling charges may be incurred for re-despatched parcels. Shipping Ex Works - all products collected and shipped from our factory through the buyers own designated shipping agent become the property of the buyer when they leave our building and any shipping damage or lost shipments are not the responsibility of BL.

Force Majeure

The company shall be entitled to cancel or delay delivery of orders if it is delayed, hindered or prevented from manufacture/delivery through circumstances beyond its control. Such circumstances shall include (but are not limited to) industrial action, fire, act of God or failure to deliver by component suppliers or carriers.

BL do not accept any responsibility for the consequences of misuse or user error of equipment supplied by us. We will not be liable for consequential loss in relation to damage or delays in transit. The buyer accepts full responsibility for any damage or loss which may occur after delivery of equipment. We specifically exclude any and all consequential loss claims. Your statutory rights are not affected.

Guarantee

All our equipment is covered by a 12 month manufacturers guarantee (accessories are not included in the guarantee). We make every effort to ensure that our quality equipment is manufactured to the highest standards and is received by you in the very best condition possible. Our 12 month guarantee is covered by the following terms and conditions:

We undertake for a period of 12 months from the date of invoice to make good, free of charge, by repair or replacement any mechanical defects subject to conditions 1-4 which will invalidate your warranty:

1. Misuse, neglect, accidental damage or normal wear and tear;
2. Repairs or modifications not performed or authorised by Beautelle;
3. Dismantling of equipment or components;
4. Relocation of large equipment items, typically electric and hydraulic couches, not performed or supervised by Beautelle.

Under these terms wear and tear is not covered i.e. upholstery/vinyl damage. All damages or shortages must be notified to BL within 24 hours of initial receipt. In this instance we request that all packaging/boxing is retained for safe return of the goods. Please note that vinyl upholstery covering is only guaranteed for the first 24 hours after initial receipt. No claims can be considered after this period and any accidental damage after this time e.g. upholstery rips and tears, is not the responsibility of the manufacturer. A charge will be made for collection, return and repair (including an on-site Beautelle Technician visit), where it does not meet with the above stated terms of this guarantee".

Conditions

You are advised to check all deliveries carefully. Should the package(s) be damaged you MUST reject it or sign for it as damaged. Claims for shortages or damages in transit must be advised within 24 hours of receipt of order and confirmed in writing within 7 days to Beautelle Ltd. Any such damage reported within 24 hours will be collected and replaced by BL. In this instance we require that the product is returned securely fastened in the original packaging/boxing. Claims made outside this time limit will NOT be accepted. Where orders are Personally Delivered and Installed by Beautelle Technicians you will be asked to sign a satisfaction note on completion of fitting. In the event that such items prove to be faulty and need to be returned under the terms of this guarantee you are required to ensure that the items are securely packaged and fastened to prevent damage in transit.

We want to make a repair or replacement as quick and easy as possible for you. Please contact us in the first instance to obtain return authorisation. Any item subject to a claim under guarantee must be returned to Beautelle Ltd, carriage paid, for inspection. If you would like us to arrange a courier collection on your behalf we will of course be happy to do this on condition that the original packaging has been retained for secure return transportation. Reimbursement of the carriage is at the discretion of BL, after inspection. Items are returned at your own risk and we accept no responsibility for loss or damage in transit, neither will we repair such damage free of charge. For your own protection, please pack thoroughly, insure comprehensively and obtain a receipt from the carrier. Goods being returned under guarantee will only be accepted where a returns authorisation has been given by us. You must produce your original invoice number and date of purchase to qualify under the 12 month guarantee. Under warranty either repair or replacement is totally at BL's discretion. In either case warranty expires 12 months from the original invoice date. After repair/replacement, your equipment will be returned to you at BL's expense. Please retain your customer invoice as part of your Beautelle guarantee. The Company's warranty is subject to the Terms of Payment being strictly observed.

Repairs and Servicing

After our 12 month guarantee period has expired, we recommend that your Beautelle couch should be serviced regularly. Our factories also offer a comprehensive repair facility for your Beautelle couch should it become damaged or require refurbishment or re-upholstering due to general wear. For a competitive quotation contact - 0121 332 1850

Customers

Beautelle Ltd sell on a 'Business to Business' basis and accordingly supply individuals working in partnerships or as sole traders and deal with public, private and voluntary sector organisations. The equipment is specifically designed for health and therapy treatments for expert use by professionals and not the general public. Beautelle Supplies Ltd sell at trade prices exclusively to business and professional customers and do not sell directly to the public at large. It is a condition of sale that the purchaser is such a professional practitioner or an organisation (this includes students on professionally recognised courses completing the practical treatment phases of their training). By placing an order with BL you are confirming that you are not a consumer and that you are purchasing goods for business or professional use and accordingly agree that consumer-specific legislation does not apply.

Website Orders

Orders placed via our on-line ordering system are subject to the specific terms and conditions detailed on our website. We maintain a secure order facility and cannot accept responsibility for problems arising from the use of the internet.

Mail Order Deliveries - Important Customer Guidelines

We make every effort to ensure that our products arrive with you in the best condition possible. When you receive your parcel(s) from the courier please follow these guidelines: If the parcel(s) looks damaged sign for it as 'damaged' or reject it from the courier. In the event of damage please notify Beautelle Ltd immediately and retain all packaging. Always check the contents of your parcel against your itemised invoice enclosed in the parcel. Please report any shortages to BL within 24 hours. Any query reported within 24 hours will be dealt with by our Customer Services as expeditiously as possible. Call 0121 332 1850.

Retention of Title - All goods remain the property of Beautelle Ltd until paid for in full.

**Beautelle Ltd (Beautelle Product Division), Beautelle Manufacturing Centre,
Moor Lane, Witton, Birmingham, B6 7HH T: 0121 332 1850 F: 0121 332 1851**

Co. Reg No. 3272383
Registered office: as company address.

Beautelle Product Division • E: enquiry@beautelle.co.uk • W: www.beautelle.co.uk
Meditelle Product Division • E: enquiry@meditelle.co.uk • W: www.meditelle.co.uk