Order Form

Customer Name	Delivery Address (if different)
Establishment Name	
Address	
	Town Post Code
	Telephone Number
Town Post Code	Special Delivery Instructions
Telephone Number	
email	Your order number

Ref Number	Product Description	Colour/ Finish	Qty	Price Each	Total Value

To Pay By Credit Card

Card Number	
Start Date	End Date
Security Code	Issue Number

Delivery	**FREE**
Total excluding VAT	
VAT @ apt. rate	
Total Payable	

VAT
All prices shown exclude VAT. For orders made from the UK VAT at the appropriate rate will be added.

Opening an account with e4e
All UK state schools, authority nurseries, public organisations and registered charities qualify for FREE credit account. The account is set up when you place your first order and payment is strictly 30 days from the invoice date. We reserve the right to charge interest and/or late fees on any overdue accounts. Kindly note the credit limit on first orders is limited to up to a maximum of £2,000 depending on total order value and type of organisation. For private individuals, payment is required at the time of ordering. Please see how to pay below.

Carriage and Handling
All orders are delivered FREE to mainland UK address.

Delivery
Delivery on all orders is FREE to mainland UK no matter what the order value. Products are despatched via a third party carrier on a three day service and trikes via next day service. We are able to deliver mornings only on request however this additional service carries a fee of £7+VAT.

Payment
Account holders may pay invoices by cheque, credit card or BACS. For individual customers payment is required with order. We accept Visa Credit Cards, Visa Debit Cards, Visa Electron, Mastercard, Maestro, Solo, JCB Cards and American Express.
Please make cheques payable to e4e and post to e4e, 129, Bradley Hall Trading Estate, Bradley Lane, Standish, Wigan. WN6 0XQ.
BACS payments to 16-32-17 a/c number 10086541
Remittance advice to: accounts@e4e.co.uk or FAX 01257 426577

Important - Account Holders - we do not charge for any item until despatch has been confirmed. In addition, back ordered items are not charged until they are confirmed. You may send your credit card information via phone, fax, post or over the Internet. Credit card details sent via the Internet are securely encrypted with 128 bit encryption codes. When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Guarantee
We want you to be absolutely satisfied with your purchases from e-quip4education. Our 12 month guarantee covers Quality, Satisfaction and Service. We promise to replace or refund if you are not totally satisfied with your purchase provided all reasonable care has been taken during use. All our products meet our own high quality standards and comply with all relevant UK and EU safety legislation. Winther trikes come with either a 3 or 10 year guarantee on forks and frames, please see product details.

Returns Policy
Goods should not be returned without contacting Customer Service 01257 426351.
In the event that goods are received in a damaged condition or there is a shortage in the delivery against the delivery note then please ensure that we are notified within 2 working days. Please contact Customer Service on 01257 426351.
In all other circumstances, before returning goods, please Contact Customer Service on the above number who will advise on the appropriate procedure. We reserve the right to levy a delivery/collection and re-stocking charge for goods ordered in error or through change of mind. Made to Order Items/Made to Measure Service: Kindly note we are unable to accept returns.

Cancellations:
If you have placed an order and goods have not yet been shipped or in the process of manufacture, your order may be cancelled at no charge to yourself if notified immediately.
If you have placed an order more than 48 hours ago and wish to cancel, an administration charge may be payable. If your goods have been shipped or manufactured and we have incurred delivery/manufacturing expenses we have no option but to charge delivery, return costs and re-stocking fee. The amount charged will depend upon the type and size of goods.
If you have received goods that you subsequently decide you no longer require then you have the right under the Distance Selling Regulations to cancel your order. There are a number of conditions that apply when exercising this right:
- Goods must be returned at your own expense.
- You must give due notice (48hrs) that you intend to return the goods within 7 working days of receipt.

Made to Order Items/Made to Measure Service
Kindly note we are unable to accept returns.

Refunds
If you cancel your order, we will return within 30 days all sums paid to us in respect of the products returned less any carriage/re-stocking charges where applicable.
Goods must be returned in their original packaging, unused and in a perfect condition.
Goods supplied direct from a manufacturer will be subject to the returns conditions of that manufacturer which will incur return carriage charges and a restocking charge.
It is the customer's responsibility to ensure that the goods are adequately packaged in the event of any return to ensure goods remain re-saleable and to qualify for a refund.
Please note that any goods that have been Made to Order cannot be returned (except in the case of defective or damaged products).

Back Orders:
If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Privacy Policy:
e-quip 4 education (e4e.co.uk) will not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

Contact Us:
If you need to contact us, you can email us on info@e4e.co.uk, use the email link on the home page, call us on 01257 426351, fax us on 01257 426577 or write to us at 129 Bradley Hall Trading Estate, Bradley Lane, Standish, Wigan, WN6 0XQ

Order on-line...
www.e4e.co.uk

Or Call...
01257 426 351

Or Fax...
01257 426 577

Or e-mail...
orders@e4e.co.uk

By Post...
e4e, Unit 129, Bradley Hall Trading Estate, Standish, Wigan, Lancashire, WN6 0XQ