

Ordering

Making a Purchase

Making a purchase could not be easier. Just browse our web shop, and add any items that you wish to buy into the shopping basket. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order. We currently only accept credit/debit card payments. We accept Visa and MasterCard, Switch, Maestro. Your card details are securely handled by the payment solution, SagePay. 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. E and OE

Shipping and Handling

Our deliveries are usually handled by FedExUK but in some cases by our own delivery vans. For tracking information please call our customer services department (01925 645645) or send them an email (safety@jkross.co.uk). All our deliveries require a signature at delivery. It is the responsibility of the Customer to ensure that someone is available at the delivery address to sign for the parcel. When there is no one at the address the courier will leave a card to show that they have been and how to re-arrange a new delivery or collection.

The carrier will attempt to deliver items a maximum of twice. J&K Ross Ltd will not be responsible for extra delivery charges that arise as a result of failed deliveries. Charges for extra delivery attempts or change of delivery address will be payable by the customer. There is a £10 charge to the customer for consignments that are returned to J&K Ross Ltd due to a failed delivery.

Delivery Schedule

Standard Delivery (Either on Courier or JKR Vans) – For stocked orders before 2pm we will endeavour to deliver next day.

Next Working Day before Noon – For stocked orders placed before 1pm on this service delivery will be before noon on the next working day.

For the Scottish Highlands and Island and Northern Island we cannot guarantee a next day service on the standard deliveries, but it usually is.

Where items are out of stock (you will be advised of this once the order is processed) we will deliver your order when the order is complete. In any event you will be updated if lead times are to be exceeded. In all cases we endeavour to despatch your order within 28 days.

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. We will send your back order on to the original delivery address free of extra charges.

VAT Charges

Where Vat is applicable all items are shown with 20% VAT included. Only orders for shipment to UK delivery addresses are accepted.

Credit Card Security

When the order is placed at our website, credit card numbers are encrypted using 128 bit encryption. They are not held in clear text on any web site.

Guarantee (Internet & Mail Order Orders)

We guarantee your satisfaction. We give a seven day returns option on all items (unless they are specials, have been altered or made bespoke- such as embroidered logos etc). This will result in a credit for the items, subject to the items arriving in an unused and resalable condition.

Please ensure that you obtain a returns authority prior to sending back any goods and enclose a copy of the returns note in the parcel. (safety@jkross.co.uk) -goods cannot be accepted at our head office address- please ensure you obtain the correct return address with the returns number.

Reaching Us If you need to reach us, please email us on safety@jkross.co.uk, alternatively, you can call or write to the addresses given on the website.