



Consumer Terms and Conditions for the supply of C-POLE.com products

About Us

C-POLE.com is completely dedicated to your total satisfaction. If you have any suggestions or comments, please email us at info@c-pole.com

Our contact details:

C-POLE.com by

C-POLE
Østerbyvej 16
DK-5500 Middelfart
DENMARK

Phone +45 28 10 59 44

Mail info@c-pole.com

Making a Purchase

Making a purchase could not be easier. Just browse our webshop, and add any items into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few more details to complete the order.

We accept Visa and MasterCard. We do not charge for any item until it is ready to ship. Backordered items are not charged until they are shipped.

If you have made a mistake in your order and cannot correct it, contact us and we will correct.

When confirmation of your order is received, this will 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 have send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing where we have inadvertently underpriced goods, or we are no longer are 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.

Shipping and Handling

Shipping:

Shipping charges, where applicable, are automatically added to the shopping cart on the checkout page. Shipping charges are calculated based on the order value, destination and assumed packages meets standard weight and dimensions.

IMPORTANT

Orders of excessive weight, length and volume and orders to non-mainstream delivery addresses may attract a carriage surcharge. Customers placing orders which attract a carriage surcharges will be advised in advance of dispatch. The order is not considered confirmed and no payment will be taken until the carriage surcharge is universally agreed and accepted by the customer.



Delivery Schedule

We endeavor to dispatch your order no later than the first working day after receipt. Any delays or changes will be notified to you within the first working day after receipt of your order.

All delivery times quoted on the web site are estimates only, based on availability, normal processing and delivery company.

You must inform us within two working days if the goods are lost or damaged in transit so that we can make a prompt claim against the delivery company and correct the problem. Please quote your order number in all correspondence.

You agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.

Back Orders

All items are subject to availability. We will inform you by email as soon as possible if the goods you have ordered are not available and we will back order for you.

Tax Charges

ORDERS - FOR DELIVERY WITHIN DENMARK AND THE EUROPEAN UNION

VAT is charged at the applicable domestic rates for Denmark with 25%. All prices displayed includes VAT.

VAT registered Customers outside Denmark but within the EU are exempt from VAT, subject to presenting a valid EU VAT number when ordering.

ORDERS - FOR DELIVERY OUTSIDE OF THE EUROPEAN UNION

Orders for delivery outside the EU are exempt from VAT which will be subtracted automatically at the checkout page.

IMPORTANT NOTE - Please be aware that orders for delivery outside the EU, may attract Import Duties, VAT & Charges upon arrival at the destination country. The amount payable depends on the destination and may be subject to change.

These payments are the fully responsibility of the customer and we accept no liability for any payments which may be due.

Credit Card Security

We apply the highest level of credit card security. Credit Card Payments are directed to STRIPE, our Secure Payment Gateway Providers. Here your card information is processed in the highest security environment which is PCI DSS Level 1 compliant. STRIPE accepts full responsibility for all Credit Card transactions. Your card details are not retained by us RJ Plast ApS or on any server.

Guarantee



All goods supplied are covered by the standard manufacturer's warranty. If an item is faulty, please return it to us with a covering letter. We will then arrange to either credit you or replace the goods, whichever you prefer. None of the above affects your statutory rights.

Warranty

C-pole provides 2 years warranty under the Sale of Goods Act, covering manufacturing and material defects discovered in its normal use. The warranty means that you as a customer can complain about the deficiencies of the product which occurred 24 months after purchase.

The following cases are not covered by the above warranty:

- minor defects or deviations in the quality of a product which do not affect the product's value or fitness for its intended purpose.
- defects, injuries, and damages directly or indirectly resulting from improper use (e.g. operating errors, mechanical damage and poor maintenance). Proper use for the purposes of this warranty is defined as use of the product under the conditions stated in the instructions for use.
- defects due to wear and tear

You must claim within a reasonable time after you have found the defect. We will refund reasonable freight costs that you may have in connection with returning the product when the claim is justified.

For complaints we ask you to write all details to info@c-pole.com

If it proves necessary that the product should be returned to us, please enclose a copy of your original invoice. In addition, please enclose a copy of the email correspondence with us. If the above is not observed, we reserve the right to return the package to your bill.

Complaints and product returns

For enquiries related to missing delivery or a defect please contact:

C-POLE
Østerbyvej 16
DK-5500 Middelfart
Denmark
Mail : info@c-pole.com
+45 28105944

Please note that we do not receive packages sent COD.

Privacy Policy

C-POLE does not disclose buyers' information to third parties. Cookies are used on this shopping site to keep track of the contents of your shopping cart once you have selected an item, to store delivery addresses



if the address book is used and to store your details if you select the 'Remember Me' Option.

C-POLE will always conform to the requirements of the Data Protection Act, 1998.

We will only use the personal information you provide us to provide the Goods and/or Services, or to inform you about similar goods or services which we provide, unless you tell us that you do not want to receive this information.

Returns Policy

We offer a 'No Quibble' returns policy.

If you are unhappy with your purchase in any way -

We will refund the item(s) in full, excluding the delivery charge, provided the items are returned carriage paid, in their original state and packaging and within 14 days of purchase. Refunds are normally issued same day of return, however we guarantee never more than 30 days.

If you return an item because it was faulty or incorrectly supplied -

We will exchange or refund the item(s) in full including the delivery charge and we will refund the cost of returning the item to us, providing return carriage charges are agreed in advance - in most instances we will instruct our carrier to collect on our account.

Returns

- You have the right to return the products and receive a refund of your payment
- All returns for credit must be communicated to Consumer service in advance. Please send an email to consumer service "sl@rjplast.dk" within fourteen (14) working days, starting on the day after the goods are received by you.
- Returned goods must be in their original condition. Packed goods must be unopened, unmarked and in a re-sellable condition, wrapped so that the original packaging is not damaged during transportation, and together with any accessories that you received.
- If the returned product is lost during transport, it is your responsibility, and the product will not be credited.
- The re-payment will be made in the same way you have paid your order.
- A credit for returned goods requires a copy of the delivery docket, invoice, or documentation showing the customer's name and date of purchase.

Please call **+45 28105944** to speak to Consumer Service representative for all return enquiries.

Remittance Terms

We accept credit card payments from MasterCard & Visa. If you are shopping from outside of the Euro zone, your credit card company will convert the transaction to your own currency. Only '3D Secure' Credit Card transactions are accepted.

Credit Cards are not debited until your order is ready to leave our warehouse. This ensures you do not pay in advance for backorders or items that we may not be able to deliver.

Please note that all prices are subject to E and OE.



Third Parties

Nothing in this contract creates any right which is enforceable by any person who is not a party to the contract.

Force Majeure

We will have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond our reasonable control.