

Hypro EU Ltd – Delivery information and charges Sept 2014

Please refer to our full **Terms and Conditions**. Please note that all prices shown exclude VAT. Where possible please place all orders by e-mail to hypro-orders@pentair.com

Carriage rates for orders **over £65.00** to mainland UK destinations:

Standard	1-2 day service	FREE			
Next weekday	Before 12 pm *	£16	Saturday	Before 12 pm *	£30
Next weekday	Before 10 am *	£26	Saturday	Before 10 am *	£40
Next weekday	Before 9 am *	£36	Saturday	Before 9 am *	£50

* Please note: There will be a cut off time of 3 pm (Mon-Thurs) and 2pm (Fri) for orders requiring a guaranteed next day delivery

Carriage rates for orders **under £65.00** to mainland UK destinations:

Standard	1-2 day service	£16			
Next weekday	Before 12 pm *	£21	Saturday	Before 12 pm *	£35
Next weekday	Before 10 am *	£31	Saturday	Before 10 am *	£45
Next weekday	Before 9 am *	£41	Saturday	Before 9 am *	£55

* Please note: There will be a cut off time of 3 pm (Mon-Thurs) and 2pm (Fri) for orders requiring a guaranteed next day delivery

Drop shipping to mainland UK destinations:

- By agreement, we will ship directly to UK mainland locations other than the customer's recorded business address. This service will attract an administration charge of £5.00 in addition to any other carriage charges

Carriage rates to non-mainland UK destinations (all order values):

FEDEX UK SERVICE OVERNIGHT	N..Ireland	Eire	Isle of Wight	Scottish Islands	Channel Isles
10kgs	£30.00	£30.00	£10.00	£16.00	£54.00
15kgs	£33.00	£37.00	£10.00	£16.00	£59.00
20kgs	£37.00	£44.00	£10.00	£16.00	£64.00
25kgs	£40.00	£51.00	£10.00	£16.00	£69.00
FEDEX UK 2-3 DAY SERVICE					
10kgs	£20.00	£20.00	£10.00	£16.00	£44.00
15kgs	£23.00	£23.00	£10.00	£16.00	£47.00
20kgs	£27.00	£27.00	£10.00	£16.00	£51.00
25kgs	£30.00	£30.00	£10.00	£16.00	£54.00
INTERLINK 2-3 DAY					
Up to 30kgs		£20.00			

For carriage quotes to other destinations please ask us

- Delivery times quoted are subject to stock availability and may be subject to packing delays at busy times so cannot be guaranteed. We will keep you informed where delays are unavoidable.

Hypro EU Ltd's policy is one of continuous development. We reserve the right to change designs and specifications without prior notice. This means that prices and conditions may also change without notice and part numbers may be superseded or become obsolete.

The information in this publication is believed to be correct at the time of going to press. If you have any questions please contact our **Customer Services Team** using the contact details above.

Problems with items delivered:

- Please inspect goods immediately on receipt and report any issues in writing.
 - For damaged goods please notify us within 48 hours of receipt so we can address it with the carrier
 - For incorrect deliveries please notify us within 10 days of receipt (see Terms and Conditions, Section 5).
 - If standard goods were supplied according to contract, Hypro EU Ltd may be willing to accept them for return in exceptional circumstances. Requests should be made within 10 days of receipt, return freight must be paid by the customer and a handling charge of 25% of the net price of the returned item will be made

Good Return Procedure:

- If you need to return goods to us for any reason, it is essential that you contact us beforehand to obtain a RGA (Return Goods Authorisation)
- Returned goods **cannot be accepted** without this reference, it is essential in order for us to deal with returns efficiently and to process credits
- For warranty returns, please comply with Section 8 of our Terms and Conditions and provide the following information on the claim:
 - The RGA reference
 - A full description of the fault
 - Contact details of the person dealing with the claim on behalf of the customer
 - Original transaction reference details (i.e. Invoice details, P.O Number)
 - Details of the date and nature of any routine maintenance carried out
- Hypro reserve the right to reject a warranty claim if the Goods Return Procedure is not followed
- Prior to return of **goods that may have been exposed to hazardous materials** please contact us to receive a Decontamination Certificate. A completed Certificate must be returned with the goods and they cannot be inspected without it. A charge may be levied to deal with contaminated goods that are received
- All component parts that were included with the original delivery should be included in the return. Returns of incomplete parts will be rejected
- Where there is a fault with an item, a factory reworked item may be offered as a replacement. (in this circumstance, the original item will not be returned to customer)