

Customer Service

Cancelling an Order

Under the UK's Distance Selling Regulations you have the right to cancel the contract for the purchase of any goods within a period of seven working days, beginning with the day after the day on which the goods are delivered.

If you wish to cancel an order, please contact us as soon as possible on 07974 072289 or email enquires@electrictrolleys.com with your order number to hand. As long as your order has not been dispatched we will cancel it immediately and no money will be debited from your card.

If your order has already been shipped then you will need to return the goods to us (see instructions below) at your own cost within seven working days of the date that the item was delivered to you. On receipt of the goods we will refund the total of the goods back on your card. Postage and insurance are not refundable.

Returns

Our objective is to provide a wide selection of brand name golf equipment at the best prices over the Internet. Occasionally though, you may want to return items to us. For your peace of mind and happiness we offer these terms in respect of returns and refunds for our products.

What to do if you are unhappy with your goods

If you are unhappy with any product you may return it - unused, unopened, and in its original packaging - within seven days for a full refund. This amount excludes all delivery costs. Please note that we are unable to issue refunds for golf equipment that shows evidence of having been used or on custom made products unless they are faulty.

If you send a product back for an exchange, we will charge you for shipping the new product back to you. Return shipping costs can only be refunded where we have sent the wrong goods in error.

What to do if you have received defective goods

All products are backed by a 12 month manufacturer's guarantee from the date of purchase. This is underwritten by the manufacturers and upon proof of purchase can be used at any dealer.

If the goods are damaged upon receipt please email enquires@electrictrolleys.com within seven days of delivery. We aim to replace any defective items with replacements. If this is not possible we shall issue a

refund. Exchanged items will only be sent after we have received the defective item back from you in its original packaging.

All other products within the 12 month manufacturer's guarantee should be sent back to the address below. Following inspection, we will, at our discretion, either repair, replace, or return the item to you. The item will be returned if we feel there is no manufacturing fault.

Returns Instructions

For all returning goods please include a cover note, explaining what action you would like us to take, as well as your name, address, order number, and original proof of purchase. Make sure that the goods are packaged safely and securely, using the original packaging if possible, and that you use a signed service with adequate insurance to cover the cost of the equipment to return the goods.

Please note that responsibility for any product returned remains with you until such time as we receive it and a member of our staff has signed for receipt of the goods. If you send a product back for an exchange, you will be charged for shipping the new product back to you.

Returns Address

Electric Trolley Spares
Court Cottage
1 Woolavington Road
Puriton
Somerset
TA7 8BE

Delivery

Delivery Times

We post all goods within 24 hours of receipt of order by First Class Recorded Delivery. Please note that the Post Office do not guarantee a delivery time on this service or track items, the only guarantee they offer is to class an item as lost after fifteen working days. If you do not receive your goods after this time, please contact us on 07974 072289 or email enquires@electricrolleyspares.com with your order number to hand. This number will be included in the e-mail you received when you ordered the goods from our shop. We will strive to resolve the issue immediately. Please allow up to 10 days for delivery to addresses outside of the UK.

Although we keep a large range of products in stock we may occasionally need to order items direct from the manufacturer. When this is the case we will contact you personally to let you know when your goods will be delivered.

Receipt of Goods

Orders can be delivered to your home or work place. Deliveries are generally made on weekdays only (Monday to Friday, except Bank Holidays) and require a signature. Please ensure that someone is available to sign for the goods. If no-one is available to sign for the goods the courier will leave a card with details of how to rearrange delivery. Please feel free to contact us if you have any questions or problems.

Our Couriers

We rely on the services of third party couriers, and whilst we endeavor to deliver goods as stated there are unfortunately a few occasions when the couriers fail to perform the service that they are required to. This happens rarely, but because it does occur, albeit occasionally, we cannot be held responsible for the late delivery of an item.

Privacy Policy

www.electricrolleyspares.com respects each individual's right to personal privacy. We will collect and use information through our website only in the ways disclosed in this statement.

Information Collection

www.electrictrolleyspares.com collects information through our website at several points. We collect the following information about primary visitors: Name, Address, Phone, Email, Payment Details.

We collect the following general data that is not personally identifiable information: The IP address of your personal computer, how you came to the site, the pages you viewed.

We collect this information through registration forms, basket checkout and automatic logging files. **The information is required to receive our products and services. This information will not be used for any other purpose.**

Secure Shopping

When Is My Credit Card Debited?

Your card will normally be debited when the goods are dispatched.

If for any reason we cannot supply you with any part of your order we will contact you via e-mail or telephone to advise you. We may need to cancel or refund the item from your order, in which case the funds will be paid directly back into your account. Products are offered subject to availability. Prices are subject to change without notice.

Is My Transaction Secure?

We have made buying from this store as secure and simple as possible. Every on-line purchase is handled by mals-e commerce using the most currently available encryption technology and is totally secure.

Acknowledgement Of Orders

Once you have placed an order, you will receive an e-mail confirming that the order has been received and is being processed.

Pricing Errors

In the event of any goods being offered for sale at an incorrect price, we reserve the right to withdraw the items from sale, at any point prior to dispatch. We will contact you if such a situation arises.

