

# Terms and Conditions

## **CONDITIONS OF SALE**

As a company, we only wish to trade with our customers in an ethical and responsible manner and we will always be happy to offer any help and assistance you may require.

However, we can only supply our legionella testing kits based upon the information you provide at the time of order.

Therefore, we cannot accept any responsibility, if against our advice, you proceed to order a kit which is inadequate for the size of the property or area you are testing.

## **DELIVERY POLICY**

We can only deliver our products to addresses within the United Kingdom, Isle of Man and the Channel Islands.

Standard delivery is via Royal Mail, 1st class post and is chargeable.

## **OUR RETURNS POLICY**

### **Legionella Testing Kits**

In the first instance please phone us on 0800 320 2037 or email [tess@safewatersolutions.co.uk](mailto:tess@safewatersolutions.co.uk), so we can advise the best course of action. We will always endeavour to assist you as much as possible.

**However, if the kit was ordered by mistake or it is no longer required, I regret that we cannot accept returns.**

**Sales of our testing kits are exempt from the 'right to cancel' under the Distance Selling Regulations, because of the sterile nature of the sampling bottles and the personalisation on them.**

### **Thermometers**

All the thermometers we sell are of excellent quality. However, if any prove defective, we will replace them immediately or, alternatively, you will be issued with a full credit.

Please ensure that the item is returned in its original packaging to:

Safewater Solutions Ltd  
Accounts Dept  
139 Victoria Street  
Dunstable  
Beds  
LU6 3BB