



Returns & Conditions of Sale

We ship to mainland UK from this website, please visit CCS Window Cleaning.co.uk or contact us on +44(0)1905 830 053 for rates to Ireland.

Please notify us if you have any specific delivery requirements such as restricted access, requirement for tail-lift delivery vehicle or pallet truck. Failure to notify us of special delivery instructions can incur additional charges from our couriers.

It is the responsibility of the buyer to provide the correct delivery information. Due to the nature of the products being delivered, it is essential that a signature is provided on receipt of the goods. We regret that we are unable to leave goods unattended without a signature. Failure to adhere to these conditions may result in an additional delivery charge if redelivery has to be arranged. We reserve the right to cancel an order if the item cannot be delivered. CCS Window Cleaning reserves the right to refund minus the carriage costs.

It is the responsibility of the customer to request and/or download MSDS on any products purchased online. All information contained within our literature both online and offline (this includes, but is not limited to prices, product specifications, stock levels and delivery estimations) are subject to alteration without notice. At our discretion any substantial changes, such as price increase or change in product specifications, will be notified before dispatch.

Any advice or recommendation given by the seller, its employees or its agents relating to the use of the goods is supplied in good faith, but it is for the buyer to satisfy himself as to the suitability of the goods for his own particular purpose. The goods are sold under the condition that liability for any personal injury or damage whatsoever to any property, real or personal, arising from the handling or use will in all cases remain with the handler or user.

By placing an order, you agree to opt-in to any mailing lists used by the CCS Window Cleaning Ltd group of companies for contact purposes. You may unsubscribe to such correspondence at any time. CCS Window Cleaning Ltd holds no responsibility for the applications of our products once they have left our premises. CCS Window Cleaning Ltd uses third party couriers to distribute our products. Whilst we do our utmost to ensure goods are delivered on time; we cannot hold any responsibility for goods once they have been dispatched.

All purchases made by customers who do not have a well-established trading history with CCS Window Cleaning Ltd must pay for goods and services prior to dispatch. We also reserve the right to ask for payment in advance from customers with an account. Applications to open an account must be accompanied by the names and addresses of two trade references and a banker's reference and are granted at our discretion. The buyer shall acknowledge receipt of the goods by signing the delivery note on which the buyer may state



the particulars of obvious loss, damage, or shortage. Formal notice of loss, damage or shortage of goods shall be made by the buyer in writing direct to the seller within three days and no claims will be entertained unless this condition has been met.

The liability of the seller for breach of this warrant or for any claim based on any defect in the goods supplied shall not exceed replacement of the goods shown to be defective or, in the seller's opinion, reimbursement of the price received for the goods. On discovering any defect in the goods, the buyer shall give immediate notice to the seller to enable the complaint to be investigated and no liability shall attach to the seller unless and until this procedure has been carried out.

Pictures shown on our website may differ from the actual product or packaging shown in images and we reserve the right to substitute a product or its packaging for a suitable alternative.

Return of Damaged or Unsuitable Goods

Any goods to be returned to CCS Window Cleaning Ltd must first be authorised in advance by us. Please see list below for items which will not be accepted:

- Containers which have been opened since leaving our Warehouse
- Items which have since been removed from CCS Window Cleaning Ltd.'s product range
- Products which have been specifically sourced for a customer's order (i.e., from a third party supplier)
- Items with either an expired shelf life, or a limited shelf life which makes the product unsuitable for resale.
- CCS Window Cleaning Ltd branded products which have been supplied by a third party supplier
- To return any products which have been incorrectly supplied or have been damaged in transit, you must inform CCS Window Cleaning Ltd with 10 days of the delivery date. These items will be exchanged with suitable replacements where possible, else a refund will be offered.
- Any products that do not meet the stated specification would have to be reported within 28 days of receiving the delivery. Any returns to CCS Window Cleaning Ltd must be sent by a registered delivery service, or by CCS Window Cleaning Ltd.'s own local area delivery service.