

Terms and Conditions

Commercial Fuel Solutions Ltd (AdBlue Online)

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A signature is required for all orders that are delivered by our courier services (Next day and International services). So it's important for somebody to be at your specified delivery address in order to sign for your order (typically between 8am and 6pm), so please specify a delivery address where it can be reliably signed for.

Goods must be in stock, in the unlikely event of your product not being available our customer services team will advise you either by email or telephone.

Ordering Air 1 AdBlue Solution requires you to have completed a [Pre-Delivery Questionnaire](#). We are unable to deliver AdBlue without this information. If necessary a member of our team will contact you in relation to your order.

Delivery Times

For courier delivery times please refer to the information below. Please note that orders for spares under 2Kg weight are typically sent by Royal Mail and their service time should be considered when ordering.

Standard UK 3-5 days *

Priority UK Next day *

Standard Europe 5-7 working days

Standard Worldwide 4-10 working days

*excluding Saturdays, Sundays, Shutdown Periods and Public Holidays

Restrictions

For next day delivery orders must be received before 1pm, orders received after this point will be processed the next day.

IBC's require a returnable deposit of £135 per IBC, your deposit will be returned in full upon collection of the IBC providing:

- The security seal is unbroken
- The IBC is in a resaleable condition, no damage, etc...
- Return is requested within 6 months of delivery

Please Note: a forklift is required to unload IBC's from our standard delivery vehicle, if one is not available delivery will need to be undertaken by one of our modified delivery trucks, in this instance a surcharge of £100.00 will apply to each delivery.

Certain Items/consignments cannot be sent overseas without special consideration, reasons for this include excessive size/length and Hazardous Goods (ie: products with Lithium Cells) we reserve the right to decline orders based on these and any other restrictions imposed by our couriers.

Certain items are not available for next day delivery, this includes items which are built to order, if your order is urgent please contact us immediately and we will endeavour to accommodate your requirements in full.

Export orders to the EU will carry VAT unless a valid exemption number is provided in advance.

Credit terms are available on request, credit orders must be supplied with an official order number.

Orders paid for by cheque will be held for 7 days to await clearance.

Exchange Rates

Every effort is made to ensure that the prices indicated in foreign currencies are as accurate as possible, please note however that all payments are actually made in GBP £sterling. The rate paid is based on the current exchange rate upon day and time of purchase. Any fees incurred as part of the transaction are those made by your bank/card provider. The calculated exchange rate is that of the payment vehicle (ie: paypal/your card provider).

Returns/Guarantees Policy

Warranty offered is that of the manufacturer.
Guarantee offered is that of the manufacturer.

Please consider in all instances Commercial Fuel Solutions Ltd shall not be liable for incidental or consequential loss, damage or expenses, including but not limited to lost profits or other economic or commercial losses.

Returns

You must obtain a Returns note number before sending anything back to us, otherwise we may not be able to process your return. Please read through the following guidelines to help ensure an efficient service.

How to return the item: In any event, simply email our customer services (service@commercialfuelsolutions.co.uk) and one of our customer support team will issue you with a Returns note number and email you a form which will enable us to process your return both quickly and efficiently. Failure to contact us in advance of any returns eliminate us from any responsibility of the item. We cannot be held responsible for items returned without authorisation.

Faulty or defective items: If you return an item because of either it is defective, we will happily refund your costs in returning it to us. Likewise, in the unlikely event that we sent you the wrong item/s we will also entertain the costs **providing that you advise us beforehand and obtain approval for the proposed method of transport.**

Change of mind: Goods returned to us because of a change of mind must be unused and in a perfect, re-saleable condition (this includes packaging, instructions, etc), otherwise we will not be able to refund you. In this instance you are liable for the return delivery charge. In addition the item(s) must be returned within 28 days of purchase. When inspecting your new items, please do so somewhere clean and safe - we can't replace torn, marked, scratched or damaged items. We cannot be held responsible for packages lost in transit: as you are responsible for returning the item(s) to us in this instance. **We are not able to accept the return of items built to order** in this instance.

Refunds, replacement and exchanges: Refunds For items that are returned within the allocated time frame a refund, replacement or exchange will be processed within 10 working days of receipt of the returned item(s) provided that the appropriate returns reference is quoted. A refund will be made in the same form of payment that was used to make the initial purchase. Please note that item/s that are returned to us which are not due to our error will have any incurred return shipping costs deducted from the refund.

Please consider in all instances Commercial Fuel Solutions Ltd shall not be liable for incidental or consequential loss, damage or expenses, including but not limited to lost profits or other economic or commercial losses.

This warranty does not affect your statutory rights.

Complaints Procedure

Here at Commercial Fuel Solutions Ltd we take our relationships with our customers very seriously, we do encourage repeat business. So we expend a great deal of effort with this respect ensuring that we keep you all happy. We aim to reply to emails within one working day of receipt, whether they're enquiries or complaints. If email is too impersonal, we encourage you to phone us on 01280 821 445, where our customer support team will gladly assist. All your feedback is greatly appreciated regardless of any criticisms that it may contain. After all, if we don't know where we're going wrong we can't put it right... and if we're getting it right, we like to reward those staff who help achieve this.

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Governing Law and Contract Formation

British Law Applies.

The technical steps required to create the contract between you and us are as follows: You place the order for your products on the website by pressing the "confirm order" button at the end of the check-out process. You will be guided through the process of placing an order by a series of simple instructions on the website. We will send to you an Order Acknowledgement email detailing the products you have ordered. This is not an order confirmation or order acceptance.

Purchase orders are only accepted from approved customers who are operating within their credit limit. All purchase orders must be provided in writing and carry an authorised order number and signature.

All Goods must be paid for in full without exception.

Our credit terms are net 30 days without fail unless previously agreed in writing.

Ownership of goods are passed to you only upon completion of full payment and successful delivery.

We reserve the right to charge interest at a rate of up to 15% above the Bank of Englands base rate on all overdue balances for each period of 1 week they are overdue. Non Payment will result in legal action being taken which will incur additional costs and fees.

Export orders to the EU will carry VAT unless a valid exemption number is provided in advance.

Orders paid for by cheque will be held for 7 days to await clearance.

Order acceptance and the completion of the contract between you and us will take place on the despatch to you of the products ordered unless we have notified you that we do not accept your order or you have cancelled it.

Non-acceptance of an order may be a result of one of the following reasons:

- The product(s) you ordered being unavailable from stock
- Our inability to obtain authorisation for your payment
- The identification of a pricing, product or offer description error
- You not meeting the eligibility to order criteria as set out below

Refusal of Transaction: We reserve the right to withdraw any products from this website at anytime and/or remove or edit any materials or content on this website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from this website whether or not that product has been sold; removing or editing material or content of the website, refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

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