

Terms of use

Acceptance of Terms

When you place an order on the Cleanway Byotech Ltd (CBL) Web site, www.cleanwaybyotech.co.uk, you are agreeing to our Terms and Conditions.

Ordering

Once you place your order online we will send you an email to confirm that we have received it. This email confirmation will be produced automatically so that you have confirmation of your order details. The fact that you receive an automatic confirmation does not necessarily mean that we will be able to meet your order. We try to keep the CBL web site as up to date as possible but cannot guarantee that products will always be available. If we cannot supply a product you will not be charged for it and we will refund or re-credit your account with the amount debited by us.

CBL may cancel any sale and not supply products if it is reasonable to do so and may change or discontinue the availability of products at any time at its sole discretion. If an order is cancelled, any payment made for the products will be refunded in full.

This does not affect your Statutory Rights.

Price

The price for each product is shown on the CBL Web site and excludes VAT. Sales made to non EU countries is the price shown, and does not include VAT. Non-EU customers are responsible for Import Duty/Tax in their respective countries. Delivery costs may vary depending on Location and our standard charge may not cover Ireland, North Scotland and outreaching locations. Unfortunately we cannot advise you what these costs will be – please consult your local customs office for more information.

All prices shown are excluding postage and packaging. The total price including posting and packaging will be shown at checkout. You will be notified of the delivery costs automatically before you submit your payment details, based on the delivery address you specify.

We always try to make sure that the prices on CBL's Web site are accurate but errors may occur. If we discover an error in pricing of the products in your order we will inform you as soon as possible using the contact details you supply us with. We will then give you the option of reconfirming your order at the correct price or cancelling it. If an order is cancelled, any payment made for the products will be refunded in full. Prices quoted on CBL's Web site are in UK pound sterling. If you are outside the UK your credit card company should exchange the amount charged to the currency of your country at the current rates. Please note that both charges and refunds are in UK pound sterling and CBL cannot be held responsible for any loss due to exchange rate fluctuations.

Credit Card Details

We do not store credit card details nor do we share customer details with any 3rd parties.

Delivery Policy

Deliveries are despatched within 5 working days from receipt of order and payment with customers notified within 2 working days if product is out of stock or additional delivery charges apply. Deliveries to mainland UK addresses will take 24-48 hours and to other areas including postcodes

AB10 – AB16

AB21 – AB25

AB30 – AB39

AB41 – AB45

AB51 – AB56

BT1 – BT94

FK17 – FK21

G83

GY1 – GY9

HS1 – HS9

IM1 – IM9

IV1 – IV63

JE1 – JE4

KA27 – KA28

KW1 – KW17

PA20 – PA78

PH18 – PH50

ZE1 – ZE3

3-4 days.

Our national carrier is XDP Ltd.

Cancellations and Returns

We hope that you will be pleased with your purchase, however, if you are unsatisfied or just wish to return the purchased item, you can return it to CBL unopened and unused within 28 days of receipt. These terms do not affect your statutory rights. Please contact us by sending an e-mail to sales@clearwaybyotech.co.uk to arrange the return of the item.

All unwanted returns, upon receipt and inspection, will be refunded if the item is received undamaged or un-used. Please ensure the items are returned using a method of postage that requires a signature. All items are the responsibility of the customer until received by CBL and inspected.

Faulty Products

We aim to send you the products so they arrive in good condition, however, if a product arrives damaged or with defects we will replace it free of charge or provide a full refund, as appropriate, if you return the product to CBL within 7 days of receipt. Please contact us by sending an e-mail to sales@clearwaybyotech.co.uk to arrange the return of the item.

In these circumstances we will also pay you the cost of the return postage. Please obtain a proof of posting certificate from your Post Office to enable us to process the refund for your return postage costs. No postage refunds will be given without a certificate or receipt.

Where returned products are found to be damaged due to the buyer's fault the buyer will be liable for the cost of remedying such damage.

Changes to the Web site

CBL reserves the right to: Change or remove (temporarily or permanently) this web site or any part of it without notice and you confirm that CBL are not liable to you for any such change or removal; and Change these Terms and Conditions at any time, and your continued use of the CBL web site following any changes shall be deemed to be your acceptance of such change.

Links To Third Party Web sites

The CBL web site may include links to third party web sites that are controlled and maintained by others. Any link to other web sites is not an endorsement of such web sites and you acknowledge and agree that we are not responsible for the content or availability of any such sites.