

Terms and Conditions

We don't have many of these but the ones we do have, have come about through experience and are here to help protect ourselves and our customers and in the rare occasion where there is a problem we aim to find a fair and mutually agreeable solution.

Cancellation Policy.

Minimum 24-hours notice of cancellation required. Notification for instance, in person, via email, mobile phone 'text message', or any other means will be accepted subject to confirmation in writing. We reserve the right to levy a £50 charge to cover any subsequent administrative expenses eg if the oven has already been collected for delivery and a shipping charge is due.

Returns Policy.

If you are not completely satisfied, we offer a 7-day returns service.

You can return the oven provided :-

- **The oven and accessories are unused and in a fit state to re-sell.**
- **Packaging is intact.**
- **The unit has been stored appropriately and sheltered from the weather.**
- **You provide a copy of your original delivery note.**

Refunds will be credited to a credit card, PayPal, bank account or by cheque as appropriate.

Please note: returns will be subject to a 15% repackaging fee. Return shipping will be at the customers cost.

We can usually arrange for our courier to collect.

No returns will be accepted after a 7-day period from date of delivery.

Cancelled orders.

Ovens can be cancelled before actual shipping for a full refund. Ovens that are special orders, e.g special colours, bespoke stand etc..... After shipping any delivery charge and re-direction or collection fees will be due along side the standard 15% checking fee on return of the oven.

This does not affect your statutory rights.

By purchasing one of our ovens you are accepting our terms and conditions.

Our Terms and Conditions apply to the purchasing of goods from Skillcraft Products through on-line or direct or third party sales and are in addition to our privacy policy and returns policy.

Our terms and conditions establish the relationship between you the customer and us when you purchase goods or services from us. You agree to be legally bound by these Terms and Conditions once a purchase is made.

In no event shall Skillcraft Products be held responsible and or liable for any incidental or consequential damage to property, other losses or bodily injuries and the like caused by inappropriate and or negligent use of its products.

In no event shall Skillcraft Products be held responsible and or liable for any construction built by the customer to support an oven that fails or does not perform as expected.

In no event shall Skillcraft Products be held responsible and or liable for any loss of income due to late delivery or a problem with an oven during its use.

Customers use their ovens at their own risk. We advise customers to have appropriate fire extinguishing equipment near to hand and always use gloves. Never leave your oven unattended and be wary of flying sparks. **Hot Ovens and naked flames are dangerous.**

Skillcraft Products reserve the right to update and amend these Terms and Conditions at any time. Any changes will posted to the web site. It remains your responsibility to ensure you have reviewed the Terms and Conditions prior to purchase. If you do not agree with any of our Terms and Conditions then you should not engage in any transaction with us.

Compliance with the PCI Security Standards Council.

Skillcraft Products fully complies with the PCI Security Standards Council. This ensures any financial information you provide is protected and destroyed after processing.

Your Information.

At Skillcraft Products your information is treated with the strictest of confidence and never passed to 3rd-parties other than our courier or other such service providers in relation to your purchase.

Warranty.

Skillcraft Products ovens are offered as free from defects of production and materials for a period of 6 months from the date of delivery.

Consideration of claims against warranty.

We reserve the right to investigate any claim and decide upon the method of settlement. This may be repair, replacement or, if the oven is deemed not to have been adequately seasoned, refuse the claim. We reserve the right to require that faulty products be returned to us at your cost. If the fault is considered to be a manufacturing defect we will refund this cost and repair and return the oven repaired or replaced at our cost.

Warranty restrictions

The warranty does not apply to:-

The warranty does not cover the stone tiles for general wear and tear or breakages in use.

Damage caused by burning any fuel other than untreated dry wood.

Damage caused by overfilling the oven or over heating the oven resulting in severe warpage.

Damage due to incorrect seasoning or firing up too quickly should the oven by damp including first lighting and re seasoning after lack of use over long periods.

Use of incorrect detergent or chemicals used to clean the oven

Water damage

Surface Rusting

Heat Tarnishing or discolouration

Damage due to dropping the oven.

Damage to parts not functional and decorative that do not affect the normal use of the oven, including scratches and colours differences

The warranty is void if any modifications are made to the oven or stand. Any modifications are made at the owners own risk.

***** As we are a very customer focused business we would point out that where possible we would still always try and help customers even if the problems where outside the warranty, this may be f.o.c spares or a repair etc.... it is at our discretion but always worth asking!*****

Limitation of Liability

Liability under this warranty shall be limited to repair, replacement or refund, subject to warranty restrictions being met as defined above.

How to register a claim

In order for a warranty claim to be considered, Skillcraft Products must be notified in writing. Claims must include a description of defects, confirmation of the original date of delivery and a copy of the delivery note. Claims will only be considered when made within 6 month of the actual delivery date as stated on your delivery note. Please allow 7 days for a reply.

Contact:

Sales@Pizzatrailers.co.uk.