

General terms of business

1. Contract All orders are only accepted on the terms and conditions contained herein unless these terms are varied in writing/email by an authorised officer of DG Climate Control/Cellar Cooling UK

2. Orders The contract to supply is between us the supplier and you the customer, private individual or Company placing the order. The supplier reserves the right to refuse to accept the Purchasers order. No order is valid until the Company issues an email acknowledgement and/or no order will proceed without full payment.

3. Prices All prices are valid for a period of 30 days on cellar cooling quotes. Where delivery cannot be affected within this period the Company reserves the right to vary its prices. Prices shown on the Company website may be subject to alteration or withdrawal without notice. Alterations and additions by the customer will incur extra costs and a possible time delay for completion of the work.

4. Delivery The delivery date agreed upon when order is placed, whether verbal or in writing, shall be regarded as an estimate. The goods shall be deemed to be delivered when deposited at the address designated by the Buyer. It is the Buyers responsibility to ensure they have sufficient staff and equipment to safely take receipt of the goods from the Carrier. If our delivery is postponed by the customer, you are accepting that it would have been delivered by that date.

5. Installation Requirements. We must have a cleared area to carry out our work safely and efficiently. Parking close by must be arranged free of charge for our vehicles. Power for tools and machines must be freely available. Sometimes there may be disruption to the fabric of the building and that would be the owners responsibility to maybe redecorate or touch up minor damage, our installers will carry out work in a good clean workmanlike manner but sometimes minor disruption can occur.

6. Payment Payment is normally in advance or 50% with order and balance on the day of installation. Payment is accepted by bank transfer or cash. Cheques cannot be accepted. Cards may be accepted subject to an admin fee of 3%

7. Warranty Any warranty is subject to full payment in line with agreed terms above plus most equipment requires a minimum of an annual service by the installer.
HeatPumps, Cellar Cooling and Air Conditioning General terms as governed by Scottish law