



## Terms and Conditions

### Payment

- We will provide a written quotation on receipt of your name, delivery address and daytime telephone number.
- We accept personal or company Cheques or BACS payments, (Electronic Wire Transfer).
- All Cheques should be made payable to: '**Molly Bather Limited**'.
- Your order will be shipped on clearance of payment, subject to stock.
- Please note that all transactions must be made in British Pounds.
- On receipt of your order, confirmation will be sent to you via e-mail or fax.
- The customer is responsible for any Bank Charges in the transfer of your payment.
- VAT will not be chargeable on receipt of a VAT Exemption Form, (see below).

### Delivery of Goods

- We aim to ship all orders immediately on clearance of payment, (subject to stock).
- Delivery to UK mainland is Next Working Day via Courier, (on clearance of payment).
- Delivery to UK offshore and Europe is 2-3 Working Days via Courier, (on clearance of payment).
- Delivery to USA & Canada is 3-5 Working Days via Air Freight & Courier, (on clearance of payment).
- Delivery to Australia and New Zealand is 5-7 Working Days via Air Freight & Courier, (on clearance of payment).
- Please click on the link below to download our VAT Exemption Form:  
<http://www.mollybather.com/vat.pdf>

### Cancellation

- You can cancel your order and return any goods that may already have been dispatched up to 7 days from receipt subject to the terms of our **Returns Policy**.
- This does not affect your statutory rights.



## Terms and Conditions (contd)

### Warranty

- Your Molly Bather system comes with a full 12 months parts replacement warranty.
- Any part which fails during the warranty period will be replaced free of charge, subject to receipt of the faulty part for investigation. You are responsible for the postage for returning the faulty part.
- Most parts are relatively straight forward to diagnose and replace by a competent handyman or electrician. Documentary and Video assistance is available from:  
<http://www.mollybather.com/downloads.htm>
- If you require Molly Bather to replace the part for you, you will need to ship back the system to our workshops at: **Molly Bather Limited, 49A Littlemarsh, Semington, Trowbridge, Wilts. BA14 6JF, UK**
- Before sending back your system for repair, please obtain **Returns Authorisation** from our **Technical Department** prior to shipment.
- Any warranty returns must be in the original packaging and adequately protected to prevent any damage during transit. Any damage occurred due to use of inadequate packaging will be your responsibility and may be chargeable.

### Returns Policy

- In accordance with the EU Distance Selling Directive, you are entitled to cancel your order at anytime within 7 days of receiving your goods.
- The cancellation period ends on the expiry of the period of 7 working days beginning with the day after the day on which you received the goods.
- If you wish to cancel your order under these terms, you must first contact our **Sales Department** to obtain your **Returns Authorisation** and return your Molly Bather system or accessory **unused** in the original packing within 7 days of receipt of the goods.
- More info about the EU Distance Selling Directive can be found at:  
<http://www.hmso.gov.uk/si/si2000/20002334.htm>



## Terms and Conditions (contd)

### Cancellation Policy

- There will be a cancellation charge dependent on whether the goods have already left our premises when it is cancelled, additional incurred costs and the condition of the goods on our receipt.
- The cancellation charge will include any transportation costs involved in getting your Molly Bather system or accessories to and from your delivery address.
- There will also be an administration cost involved in dealing with your enquiry and subsequent checking, testing and repackaging of your returned Molly Bather system or accessories.
- We will notify you of our incurred costs and your remaining credit balance on receipt of your returned Molly Bather system or accessories.
- For hygiene reasons, **Molly Bather Limited will not accept the return of items that have been used.**

### Privacy Policy

- We collect only the basic personal details required to process your order.
- We will not release your name, address, email address or any other information about our customers to any outside party.
- We will not trade, resell, sell, or redistribute information that you provide to us, to any other companies, organisations or individuals.

## Contact details

**Postal address:** Molly Bather Ltd, 49A Littlemarsh, Semington, Trowbridge, Wiltshire, BA14 6JF, UK

**Telephone:** 01380 870649 (0044 1380 870649 if outside UK)

**Fax:** 01380 871056 (0044 1380 871056 if outside UK)

**Email:** sales@mollybather.com

**Office hours:** 9am to 1pm / 2pm to 5pm Monday to Friday

**VAT Reg. no:** GB 639 7105 22

**Company Reg:** 5134125 (Registered in England & Wales)