

Kel-Berg Trailers & Trucks Ltd – Online Parts Shop

Delivery Policy & Notes

- All goods are shipped using a range of couriers (APC, TNT, Pallet Network, Royal Mail etc.). When you checkout the appropriate and cheapest method of shipment will be automatically applied to the part or parts ordered. The shipping cost is worked out on your supplied delivery address postcode.
- For Saturday delivery or any urgent timed deliveries i.e. weekday before 12.00pm please call us in the office for pricing and your order will be processed over the phone.
- We aim to deliver most items the next day if order is placed before 1.00pm Monday-Thursday, any orders received on a Friday will be delivered on Monday the following week. Each part will advise delivery option available to suit the part (i.e. next day, pallet delivery, 3-5 day delivery). On despatch of order you will be sent a despatch confirmation email confirming delivery date. If courier advises us of any delays details will be passed onto customer immediately.
- Courier deliveries will be made Monday – Friday between 8.30am and 5.30pm and will require a signature upon delivery. If there is no one available at the delivery address when delivery is attempted a card should be left by the courier detailing how to arrange re-delivery or collection, please follow the instructions on the card clearly as each courier is different.
- When courier is making delivery it is advisable to inspect the parcel for any damage before signing. If parcel is damaged please ensure you clearly sign for it as damaged or unexamined, if this is not done we will be unable to claim from the courier company and may not be able to offer you a refund.
- If your item is of high value each courier can offer a higher level of insurance please call the office for pricing. Otherwise each courier's standard terms of insurance will be automatically chosen (for a breakdown of pricing please contact the office).
- Dates stated for delivery are given by the courier and Kel-Berg Trailers & Trucks Ltd shall not be liable for any delays. Occasionally delivery times may be affected by factors beyond our control.
- Delivery prices are subject to change without prior notice by Kel-Berg Trailers & Trucks Ltd.
- In the unlikely event that goods have not been received within the stated delivery time you must notify us immediately.
- Title of goods shall not pass to the customer until goods have been paid for in full.
- No orders will be processed or deliveries made on Bank/Public holidays. Any orders placed or deliveries due will be despatched the following working day.
- Although every attempt is made to ensure we hold sufficient stock levels to meet all orders unfortunately mistakes do happen and stock levels may not be correct. If stock is unavailable we will notify you immediately and advise you of new despatch date.

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Refund & Returns Policy & Notes

- Kel-Berg Trailers & Trucks Ltd will endeavour that you receive your order in perfect and complete condition. If your parcel arrives damaged or with any missing goods please email us at info@kelberg.com or telephone 01869 343511 where your enquiry will be dealt with. This must be notified to us within 7 working days of goods arriving with you.

- If you decide you no longer require the goods ordered they can be returned to us within 14 days of delivery date for refund (excluding delivery charge unless incorrect goods have been sent by us). To qualify for a full refund, the goods must be returned un-used and in the original packaging along with a copy of the order confirmation or delivery note. Refund will be then processed back onto original payment card within 3-5 working days of return. If returns conditions cannot be adhered to please contact the office on 01869 343511 for further advice.

- If goods supplied arrive and are faulty they can be returned to us within 14 days of delivery date for inspection and full refund. The goods must be returned “as new” and in the original packaging along with a copy of the order confirmation or delivery note. On arrival of returned faulty goods if agreed these are faulty we will offer for replacement goods to be sent to you or a full refund including delivery charge processed back onto original payment card within 3-5 working days.

- Delivery address for all type of returns is: F.A.O. Parts Returns, Kel-Berg Trailers & Trucks Ltd, Middleton Stoney Road, Weston on the Green, Bicester, Oxfordshire, OX25 3TH.