



## Return and Refund Policy

Last updated: April 15, 2020

Thank you for shopping at Pentalver Container Sales operated by Pentalver Transport Limited. If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Return and Refund Policy:

- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Pentalver Transport Limited, Western Docks, Dock Gate 10.
- **Service** refers to the Website.
- **Website** refers to Pentalver Container Sales, accessible from [pentalvercontainersales.com](http://pentalvercontainersales.com)
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.

## Your Order Cancellation Rights

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By email: [info@pentalvercontainersales.com](mailto:info@pentalvercontainersales.com)
- By phone: 0333 150 4480

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

### **Conditions for Returns**

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days
- The Goods are not damaged and fit for sale on their return as they were on delivery

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalised. This includes any kind of personalisation carried out to the container such as painting options different from the standard ones.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

### **Returning Goods**

You are responsible for the cost and risk of returning the Goods to Us.

To return the Goods you have two options:

1. You arrange your own Hiab delivery service and agree a day and time when the Goods should arrive at one of our depots, or
2. We arrange our Hiab service to pick up the Goods from your site

Please note, We cannot be held responsible for Goods damaged in return shipment if you have arranged your own Hiab delivery service.

### **Contact us**

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: [info@pentalvercontainersales.com](mailto:info@pentalvercontainersales.com)
- By phone: 0333 150 4480