

WEBSITE TERMS & CONDITIONS

Wessex Animal Health (hereafter referred to as WAH) is a division of Agricultural Central Trading Limited.

Making A Purchase could not be easier. Just browse our store and add any items that you wish to buy to the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order. We accept credit/debit card payments

Once payment has been made you will receive an emailed order confirmation with an invoice attached. If we have made a mistake in pricing on the website or are no longer able to supply a particular product for some reason we will contact you as soon as possible and before any goods are despatched. In the case of price changes, we will make every effort to update this site regularly; however, there may be some changes that are the result of manufacturers' price fluctuations from time to time. We will always contact you before goods are despatched to ensure that the corrected price/goods are acceptable and issue a revised invoice.

False Orders: All attempts to place false orders or attempts to deceive will be reported to the police.

Credit Card Security When the order is placed on our website, card details are processed by Worldpay.

POM-VPS (PML) Product Information: Sale of Animal Medicines: By ordering this item you confirm that you are the owner or keeper of livestock. We can only supply this product within the United Kingdom. In order for us to verify you are a livestock farmer, please supply us with your Holding Number and Flock Number. You may receive a telephone call so that we can confirm the order, please ensure that we have your contact details, a mobile telephone number is always helpful. We reserve the right not to supply any medicine at our own discretion. If you make a false statement to this effect this may lead to criminal prosecution and either a fine or imprisonment if convicted.

Liability: Information regarding the application and use of products supplied is available on request in accordance with Section 6 of the Health and Safety at Work Act 1974. All goods are supplied on the condition that we cannot be held responsible if they are used for any other purpose than that specified by the manufacturer.

COSHH Sheets: These are available to cover various products supplied within the range and can be obtained on request. Purchasers must make application as necessary. WAH will not undertake to issue COSHH Sheets automatically when a new product is supplied to a purchaser. The Purchaser is responsible to assess the risks and to satisfy themselves fully as to the suitability of the product for the particular purpose intended. Any advice given is without legal responsibility and solely on the basis of information received. (See Control of Substances Hazardous to Health Regulations 2002 and Regulation 3 of Management of Health and Safety at Work Regulations 1999).
If loss, damage or deterioration (other than death or personal injury) is caused by WAH negligence, liability shall be limited to the invoice value of the goods.

Shipping and Handling FREE NATIONWIDE DELIVERY on all UK mainland website orders over £85.00

WAH offer a free UK Mainland delivery service on orders over £85 with the exception of vaccines for which delivery will always be charged. Orders under £85 and vaccines will be charged depending on the weight of the order or the actual cost of carriage. Certain products and non-Mainland UK deliveries may be subject to an additional charge however we will always seek your prior consent to the charges before goods are despatched.

Delivery Schedule We endeavour to process all orders received before 2pm on the date of order receipt and delivery (other than pallets) will be on the next working day to all mainland destinations. We aim to ensure that all items listed are in supply however any special order items may take up to 5-10 working days.

Please state any special delivery instructions on your order form, if no one is available to sign for the goods then they will be left safe at the Customers own risk.

If you have not received your order within 3 working days from receipt of your order acknowledgement, please contact: **01425 474455** or email us at **sales@actwessex.co.uk**

Images are shown for illustration purposes only and packaging may vary due to changes made by our suppliers.

Any delivery time, date or period stated by WAH is given as an estimate only and is not binding on WAH.

Back Orders If for any reason an item is out of stock, or we do not receive an item from the manufacturer in time to meet our delivery deadline, we will back order for you. You will always be emailed with the expected availability and delivery date of your order. If you do not wish to wait for the delivery you have the option to cancel your order for that item and your invoice will be credited in full.

Tax Charges All prices listed on our website exclude Tax. 20% VAT is added at the checkout unless an item is "Zero Rated".

Guarantee We are committed to sourcing the best available Products from reputable Suppliers who offer an excellent after sales service. Always keep your invoice or despatch note as this is your proof of your guarantee.

If for any reason you are not satisfied with your goods, you should notify WAH either by telephone or by e-mail within 7 days of receiving the goods.

Reaching Us If you need to reach us or ask a question about your purchase, please contact us via the website. Alternatively, you can call on 01425 474455.

Privacy Policy Agricultural Central Trading Limited does not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party. Please see the Privacy Notice on the website.

Cookies are a technology which can be used to provide you with tailored information from our website. A cookie is an element of data that our website sends to your browser, which may then store it on your system. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it. If you do not wish for us to use cookies when you use our website please adjust your internet browser settings to not accept cookies. Please note that cookies allow you to take full advantage of the services we provide through our website and so we recommend that you leave them turned on in order to get the best browsing experience on our website.

We use the cookies for the following purposes:

- site administration
- operation of our website. These include, for example, cookies that allow you to log into our website or use the website's shopping basket
- to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily
- completing the user's current activity
- reviewing browsing history in order to recommend more suitable products and more relevant marketing email communications
- to keep track of how you use the shopping cart. This information may be used to offer assistance if you seem to be having problems, or to send special offers that relate to the products viewed, or to help us improve the Website.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies. To find out more about cookies including how to manage your cookie settings, please visit www.allaboutcookies.org.

Returns Policy In accordance with The Consumer Contracts Regulations 2014 you are entitled to cancel an order with a value of greater than £42 and receive a full refund up to 14 calendar days after you receive the item from us. This entitlement applies if you change your mind and no longer want an item. The refund will include the standard postage costs incurred by WAH to process your order; you are responsible for the cost of returning the item to us. You must notify us of your intention to cancel the order and you must return the item to us within 14 days of receipt. We will then refund your money within 14 days of receipt of any returned item. It is your duty to take all reasonable care of any items to be returned, including their packaging, up until the time we receive them back from you. Any damage will result in us being unable to refund part or all of the money you have paid. There are exceptions to these regulations, detailed below.

Returns Policy In accordance with The Consumer Contracts Regulations 2014 you are entitled to cancel an order with a value of greater than £42 and receive a full refund up to 14 calendar days after you receive the item from us. This entitlement applies if you change your mind and no longer want an item. The refund will include the standard postage costs incurred by WAH to process your order; you are responsible for the cost of returning the item to us. You must notify us of your intention to cancel the order and you must return the item to us within 14 days of receipt. We will then refund your money within 14 days of receipt of any returned item. It is your duty to take all reasonable care

of any items to be returned, including their packaging, up until the time we receive them back from you. Any damage will result in us being unable to refund part or all of the money you have paid. There are exceptions to these regulations, detailed below.

Items that cannot be returned

- Perishable items i.e. temperature controlled food/medication
- Medication - due to regulatory law, we cannot accept the return of any medication, including licensed and prescription items
- Items that have been opened/used (unless found to be faulty.)

Damage or Loss: In the event of partial damage or loss, a claim must be made in writing within 3 days of delivery. Non-delivery must be notified to WAH within 10 days of date of invoice.

If you return an item as a result of a mistake by WAH, or if an item is faulty, or which has been damaged in transit, the item must be returned to us in its original packaging and original condition. In these circumstances the value of the goods will be credited in full and WAH will arrange for uplift free of charge. Please contact 01425 474455 for further advice. If you prefer to return the parcel, please contact us on 01425 474455 in the first instance to ensure the goods reach us as quickly as possible; we recommend you use recorded delivery; we will pay for the postage for the return parcel. All returns must be sent to:

Kingfisher Park, Headlands, Salisbury Road Ringwood Hampshire BH24 3NX United Kingdom

Remittance Terms All goods are to be paid in full prior to despatch

Credit facilities: Regular purchasers may be offered credit facilities at our discretion. We are usually happy to offer credit for customers buying in a sufficient volume on a regular basis. Our credit accounts are subject to the usual reference requirements and subject to our trading terms and conditions. Standard payment terms are payment by the 24th of the month following delivery. We also reserve the right to charge interest at 4% p.a. over base rate on all overdue accounts. WAH reserve the right to claim all costs if it is necessary to recover outstanding debts through the Courts or otherwise and interest on the outstanding balance at the rate of 4% p.a. from the date the debt becomes overdue. In addition, when a debt exceeds the stated terms, all debts outstanding which are owed to WAH by the Purchaser, shall become due for payment. If you wish to be considered for credit please contact us via this website or by telephone on 01425 474455 for further details.

About Us

Wessex Animal Health is a division of Agricultural Central Trading Limited, 713606. If you have any suggestions or comments please contact us through this website or write to us at our registered address: 90 The Broadway, Chesham, HP5 1EG, or telephone 01494 784931.

VAT Reg no. GB 207 7707 59