

Kitchenwareonline.com

Terms and conditions.

Kitchenwareonline is a division of the Microwave Service Company Ltd. We are completely dedicated to your total satisfaction.

If for any reason you need to contact us you can use any of the following methods:

BY POST

Microwave Service company Ltd.

Main Road (A20)

Sellindge

Ashford

Kent TN25 6EQ

UK.

BY PHONE

01303 813530

BY FAX

01303 813530

OR BY E-MAIL

info@kitchenwareonline.com

Company Registration No. 06352322.

Registered office address;

16 Walton Manor Close,

Folkestone,

Kent.

CT19 5QG.

Guarantee.

We guarantee your satisfaction. All of our products are either genuine parts or suitable pattern replacements. All products are supplied with a 6 month warranty, except Microwise Cookware which has a 5 year guarantee against defective manufacture.

Glass and Ceramic Trays as well as Oven Lamps are not covered under warranty, other than if they arrive damaged. (If they do you must inform us within **48 hours of delivery** so that a replacement can be despatched).

Company returns policy.

In accordance with the consumer protection (distance selling) regulations 2000, you may exercise your rights to cancel your order with us up to 7 days after the date of receipt of your order.

You will be entitled to a full refund of the monies paid including carriage charges paid to us. However, you must inform us that you wish to exercise this right within 7 days of receipt of the goods.

You must return the goods in a serviceable and resalable condition to us at the above address at your own expense. We will not reimburse you for this. Upon receipt of returned goods we shall reimburse the original amount debited for the order.

VAT

We are VAT registered and our VAT registration number is 920 188 733

Tax Charges. For orders made from the UK or the European Union, 17.5% VAT is included. All other orders are VAT free and you should click the exempt button to reduce VAT to zero.

Terms and conditions. (continued)

Making a purchase.

Making a purchase could not be easier. Just browse our Catalogue, and click on any items that you wish to buy and put them into the shopping cart. Alternatively, you can search for spares available for a particular model by typing the prefix and model number in the search box. I.e. NNC853 or R963. Suffixes aren't important for the parts we sell as they normally only refer to the colour of the product. After you have finished your selection, click on "Order" and you will be asked for a few details that we need to be able to satisfy the order.

Privacy policy.

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Microwave Service Company Ltd. does not sell buyers' information to third parties. Cookies are used on this shopping site to keep track of the contents of your shopping cart once you have selected an item, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option.

Credit card security.

When making payment for an order you will be automatically transferred to **PROTX** who will carry out a secure transaction on our behalf. We do not deal with any card details during the process which minimises further the chance of fraud.

Once **PROTX** have completed the transaction they will inform you and us and will then transfer you back to our site to complete the purchase. Should you have any concerns we are able to access our **PROTX** account for administration such as refunds etc.

Shipping and handling charges.

Postage and packing charges are based on the weight and dispatch method.

You will be prompted to choose your dispatch method, and the appropriate charges will be calculated before your order is completed, you will then have the option to change the dispatch method should you choose to.