

Terms & Conditions (UK)

Policy for Wheels & Castors Ltd (www.wheelsandcastorsltd.co.uk)

Applies to website orders and trade/consumer sales.

Last updated: 19 February 2026

This document is a website policy template for publishing on WordPress/WooCommerce. Update anything shown in **[BRACKETS]** before publishing.

1) Who we are

This website is operated by **Wheels & Castors Ltd** (www.wheelsandcastorsltd.co.uk). Replace the following placeholders before publishing:

- **[LEGAL COMPANY NAME]** (if different to trading name)
- **[REGISTERED OFFICE ADDRESS]**
- **[TRADING ADDRESS]**
- **[EMAIL]** and **[PHONE]**
- **[VAT NUMBER]** (if applicable)

2) Orders and contract

Placing an order on the website is an offer to purchase goods. A contract is formed when we accept your order and send order confirmation.

- We may refuse or cancel an order for stock issues, pricing errors, fraud prevention, or courier limitations.
- If we cancel after payment, we will refund you using the original payment method.

3) Prices, VAT and payment

Prices are shown in GBP. Where VAT applies, it is shown at checkout and on invoices.

- We accept the payment methods shown at checkout.
- Card payments are processed via secure, PCI-compliant payment providers.
- We do not store full card details on our servers.

4) Delivery, collection and risk

Delivery is normally via **APC Overnight (Next Day) and Parcelforce**, depending on parcel size/weight and destination.

- Dispatch times and delivery estimates are shown on our Delivery Policy page.
- Risk in the goods passes to you on delivery (or on collection if you collect).
- Title in the goods passes when we receive full payment.

5) Consumer cancellation rights (distance selling)

If you are a consumer (not buying for business), you may have a legal right to cancel within 14 days of delivery (subject to exceptions). This is explained in our Returns & Refunds Policy.

Note: Business-to-business purchases may not have the same cancellation rights. Certain goods (e.g., made-to-order, personalised, or sealed hygiene items once unsealed) may be excluded.

6) Faulty goods and warranty

If goods are faulty, damaged in transit, or not as described, contact us promptly with your order number and photos where relevant. Warranty terms are set out in the Warranty & Faulty Goods Policy.

7) Liability

Nothing in these terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under law.

- For consumers: we are responsible for foreseeable loss and damage caused by us.
- For businesses: we exclude indirect or consequential losses to the fullest extent permitted.

8) Intellectual property and website use

All website content (text, images, branding) is owned by us or our licensors. You may not copy or reuse content without permission.

9) Governing law

These terms are governed by the laws of England and Wales. Disputes are subject to the courts of England and Wales.