

Our Services

Easy ordering

- **By telephone:**

We are here to take your order: Monday – Saturday 8.am. – 10 p.m. and Sundays 9 a.m. - 10 p.m.
(Calls will cost 7p per minute plus your telephone company's access charge.)

- **By fax:**

- **By post:** Please use our reply paid envelope.

- **By Internet:** www.proidee.co.uk

Payment terms

By cheque:

Please write your address and cheque number on the back of your cheque. Cheques may be held to clear before certain goods are dispatched.

By credit card:

Just let us know the credit card number, expiry date and security code in the signature space on the rear of the card. We accept Visa, Mastercard or American Express. The amount due will be on hold once you have placed your order and will not be charged to your credit card until the merchandise has been dispatched.

By PayPal:

For your webshop orders you are also able to use PayPal to make your purchase.

All prices include VAT.

Delivery and return shipment

Deliveries within the UK

Delivery: Within 4-6 working days.

We will deliver 4-6 days from date of order. If you have not received it by then please telephone to check.

Express service (£5 extra)

Order Monday to Friday before 16.00 or on Saturday before 11.00, for delivery within two working days (Monday to Friday) at the latest. In many areas of the UK, even within 24 hours.

Postage and packing:

The flat rate for postage and packing is **£4.95** per order. Backorders will be shipped at no extra charge. Delivery to Channel Islands **£8.95**.

Products marked with a will be delivered by courier and will cost an additional **£25** per delivery (regardless of the amount of products ordered carrying this symbol).

Return shipment:

You can exercise your statutory cancellation right by simply shipping the goods back to:

Pro-Idee
Woodview Road
Paignton
TQ4 7SR

To comply with the time limit for cancellation it is sufficient if you dispatch the goods at the end of the time limit explained in our information about the exercise of the right to cancel you find under the following link: www.proidee.co.uk/tac or at the end of this information.

Cost of return shipment in case you exercise your right to cancel: You bear the direct costs of the return shipment of the goods.

Sale on trial

Pro-Idee GmbH & Co. KG · HRA Aachen 4027 · Ust-ID-Nr.: DE 811 198 527 persönlich haftende Gesellschafterinnen: Fairway GmbH · HRB Aachen 5224 · Pro-Idee Geschäftsführungs-GmbH · HRB Aachen 5994 Gut-Dämme-Straße 4 · 52070 Aachen · Telefon: 02 41-109 119 · Telefax: 02 41-109 121 · www.proidee.de Geschäftsführer: Dieter Junghans · Ulf Bergjohann · Bankverbindung: Postbank Köln · IBAN DE96 3701 0050 0007 7645 02 · BIC PBNKDEFF

The contract will be concluded subject to the condition precedent that you agree with the ordered product before buying it (sale on trial). The contract shall be deemed concluded retroactively, if you signify your approval to us. If you do not signify your approval but retain the goods without giving notice of rejection, the contract shall be deemed retroactively concluded at the end of 15 days following the receipt of the goods. Your statutory right to cancel is not affected. This means for your benefit, that you have at least 29 days to make a decision, after the contract has come into force.

Right to cancel for consumers

You can find our information about the exercise of the right to cancel under the following [link](#).

Deliveries outside the UK

Insurance, flat rate postage and packing for foreign deliveries are:

- **£ 12.00** For deliveries to the EEA, Andorra, Monaco, Switzerland, and Vatican City.
- **£ 32.00** For deliveries to Albania, Argentina, Australia, Bahamas, Bahrain, Barbados, Bosnia-Herzegovina, Brazil, Brunei, Chile, China, Gibraltar, Japan, Canada, Cape Verde, Qatar, Kuwait, Malaysia, Macedonia, Mexico, Moldova, Montenegro, New Zealand, Oman, Peru, Philippines, Serbia, Singapore, South Africa, South Korea, Thailand, Turkey, UAE, USA, Venezuela, Uruguay.

For the delivery of products, which are marked with a , we will gladly inform you on request about the costs of forwarding.

If you have any questions about these additional terms of business, please feel free to call our helpdesk. We can be directly contacted by phone on or by fax on . Alternatively you can email us at .

Gift Service

- **Gift Wrapping Service:**

We offer an exclusive gift wrapping service with our very own Pro-Idee wrapping paper. **Only £2.50 per item.**



- **Sending a gift:**

We can send any product to a separate address in the UK as a gift, and there will also be a note inside the parcel telling the recipient who sent it to them. Please allow postage and packaging for each address. The invoice will be sent directly to you.

- **Gift certificates**

A gift certificate always makes a great gift. Simply insert the amount and add your personal message [here](#).

3-year long-term guarantee at no extra cost

Pro-Idee offers a three year guarantee for the quality of the goods delivered.

The Pro-Idee long-term guarantee is valid in the UK for 3 years starting from the date of invoice.

Your warranty rights as required by law remain unaffected. Details concerning manufacturer warranties can be viewed directly on the individual product pages of our website. Manufacturer warranties are not subject of our guarantee promise and do not justify any claims against Pro-Idee.

Should your product not function properly despite proper handling we will immediately, at our discretion, have the item repaired free of charge, replace it or reimburse the purchasing price. The guarantee does not cover normal wear and tear.

Please send the damaged product with a copy of the invoice to the following company responsible for handling your guarantee:

Pro-Idee
Woodview Road
Paignton
TQ4 7SR

After Sales Service Hotline:

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We are here to help you. Should you require any further assistance after your purchase, even after the guarantee has expired, please phone .

Your satisfaction is all that matters.
