

Delivery Terms

Next Working Day Services

Next working day delivery is available on all 'Ex-Stock' items if ordered before 4.30pm. Next working day delivery is only available to UK Mainland addresses (excluding the Scottish Highlands). For deliveries to the Scottish Highlands (postcodes over 'AB25') a 2-3 working day delivery service may apply, ask for more details on specific postcodes.

For Ireland the Company provides a next working day delivery service to the cities of Dublin, Belfast, Cork and Limerick on 'Ex-Stock' items ordered before 3.00pm. To any other part of Ireland a 2-3 working day delivery time applies.

Premium Next Working Day Services (Timed-Deliveries)

The premium next working day delivery packages include a 9 a.m., 10 a.m. and 12 a.m. service. Please contact one of Apex Stainless Fasteners sales teams for your individual quotation.

Same-Day Delivery

A same-day delivery service is also available based on specific quotation. Please contact a member of the sales team as these are calculated individually.

Collection

'Ex-Stock' Goods can be collected from an individual branch by prior arrangement with a sales advisor. This is normally free, but sufficient time has to be provided for the warehouse teams to pick and pack the order. Goods requiring an inter branch transfer may incur carriage costs.

Despatching Goods

While the objective is to despatch all goods same day on UK and Irish based orders for 'Ex-Stock' items, during busy periods orders may be despatched the following day. Goods despatched to Europe and elsewhere overseas are usually despatched within 48 hours of receipt of the purchase order, although same day shipping is possible.

Tracking your package

Goods can be tracked and Estimated Times of Arrival (ETA) as well as Proof of Delivery (POD) can be provided, by contacting a sales team member and providing an order or consignment reference.

Credits/Returns

All goods must be signed for upon receipt and any damages or shortages reported to the Company in writing within 7 working days.

In the unlikely event of a problem with the goods received it is essential to report the issue to a sales team member in order to arrange for a credit/collection to be arranged at a suitable time. Credits are processed as soon as possible following return of goods.

Handling Charges

Handling charges may be applied when goods are returned, subject to the circumstances. For example, on Ex-Stock goods returned which have been incorrectly ordered a minimum 15% Handling Charge plus transport costs will be incurred. The return of goods must be agreed with the Company prior to any return. Goods not in original boxes cannot be accepted back.

Carriage Charges

Carriage charges on all domestic (UK and Ireland) based orders will be notified at the time of order or alternatively please refer to your carriage charge rates which would have been agreed with your local Apex Stainless contact at the time of account application.

For any queries or to receive an individual quotation for one of the premium delivery services that Apex can offer, please contact your local branch for further details.

Export Carriage Charges

On opening an account with Apex Stainless Fasteners Ltd, your local branch advisor will advise you of any relevant carriage charges. Carriage Charges will be allocated on an individual basis depending upon the exact destination and the size of the order. Please refer to your local branch contact for further details and any individual quotations you require.

Out of Stock Items

The Company will provide an individual carriage quotation and lead-time for small order out-of-stock, non-stock or manufactured items.