

Terms & Conditions

Access and use of our web site, together with the sale and purchase of products from the site and otherwise, are governed by the terms and conditions set out below. We reserve the right to alter pages within this site without any prior notice.

By using the site and when purchasing goods listed you agree to these terms and conditions. If you do not wish to accept these terms and conditions, you may choose not to proceed. Please contact us to ask for further information at email address: info@airbornproducts.com.

Product descriptions

The description of the goods you order, so far as possible, will be shown on this site. Whilst every care is taken by us to ensure that the description and specification of our goods are correct at the time of publication, due to limitations of photography, broadcasting, browser software, and other factors beyond our control, the colour of goods you receive may differ slightly from the website reproduction. If you are in any way dissatisfied with any goods you receive from us, you may return these in accordance with our returns policy.

Product prices

The price of your order (exclusive of delivery) will be as shown on our website at the time you place your order. However, they may be subject to change. Every effort is made by us to ensure that the prices shown on our website are accurate at the time you place your order.

Returns policy

You may return your goods, for any reason, by giving us written notice and returning the goods within 21 days of receipt of the goods. If you wish to return any goods under this policy, you must return them to us at the address shown, in perfect condition, unused and in their original packaging within 21 days.

When returning items you are strongly recommended to obtain proof of posting. We cannot accept responsibility for parcels lost in transit. We will only refund or provide an exchange for the costs of postage where the item returned is faulty.

We reserve the right not to offer any refund or exchange of any product that has been used or damaged after delivery to you. This does not affect your statutory rights.

In order to return goods, please email us at sales@airbornproducts.com within 21 days of receipt of goods stating the reason for returning the goods and also whether you would prefer a refund or an exchange. You will receive a returns reference which should be quoted in a cover letter which you should include with the returned goods. Please return the goods to:

Airborn Products (Returns ref:)
PDQ Distribution Ltd
6 Pavilion Drive
Holford
Birmingham
B6 7BB

Faulty items

All products purchased, carry a 12 month manufacturers warranty against faulty materials or workmanship, as long as the instructions for use have been observed. In the unlikely event of a fault becoming apparent on your purchase please follow the same returns procedure detailed under the 'returns policy'.

Shipping Rates and Delivery

For all stock orders every effort will be made to process your order within

one working day of receipt of payment. You will receive order confirmation by e-mail. All items are then despatched by carrier (or if appropriate Royal Mail). In the case of special order and items temporarily out of stock we will advise you of an estimated delivery date as soon as possible, or if we are unable to fulfil your order. All delivery dates are approximate.

In the event that we are unable to fulfil a delivery on an order for which we have already received payment, we will fully refund the payment and inform you by e-mail.

The carriage charges are calculated depending on the weight of the consignment and the delivery address. These will be worked out and included in the final order value confirmed on completion of the order.

For UK deliveries the charges are as specified on the web-site. We can arrange consignments exceeding weights/quantities specified or for non-UK deliveries. Quotes on request by email to sales@airbornproducts.com.

We cannot take responsibility for non-delivery due to us being given an incorrect delivery address. A valid signature will be required on delivery for orders over £10 in value.

We shall have no liability to you for any failure or delay in supply or delivery or for any damage or defect to goods supplied or delivered hereunder that is caused by any event or circumstance beyond our reasonable control (including without limitation, failure of the carrier, strikes, lockouts and other industrial disputes).

Any customs or import duties levied once the package reaches your destination country will be your responsibility as we have no control over these charges and cannot predict them.

Payment

Card payments will be processed as soon as an order is confirmed via email. All payments are processed using PayPal to protect your confidential payment information. For all stock orders every effort will be made to process your order within one working day of receipt of payment. In the case of special orders and items temporarily out of stock the payment will not be processed until the order has been confirmed.

Security of Information

When you order, we may require your name, email address, delivery address, credit/debit card number and card expiry date. Without this information we may not be able to process your request or notify you of acceptance of your order.

A contact telephone number may also be required so that we may contact you urgently if there is a problem with your order. We may, unless you advise us otherwise pass this information to our distribution service and related carrier in case they need to contact you to deliver your order.

As part of our efforts to ensure that you are aware of the latest developments and offers, we may also use this information to advise you of new products, special offers or changes to our site.

If you would rather not receive this information please e-mail sales@airbornproducts.com

We DO NOT pass on, share, sell, or exchange, any personal or confidential information you give to us without your permission.

We cannot take responsibility for the security of information and payments transmitted by the internet. We accept no responsibility for any losses incurred or sustained by customers who transmit information via this web site and/or by email. If using a public computer please remember to sign out when you have finished.