



TRADE COUNTER DELIVERY & RETURNS

Delivery

All orders will be despatched in accordance with the delivery option chosen, provided that we have the items in stock. Roadtechs Specialist Products Ltd (RSP) will always let you know if a product is out of stock and confirm when we anticipate it to be available and despatched.

We use a combination of professional hauliers and courier companies to deliver our products between 8am-5pm. Orders weighing over 25kg may be sent on a pallet which will be unloaded by the delivery driver. All items must be signed for, so please ensure that you are at the stated delivery address. Failure to sign for your goods will result in the items being returned to the depot. Items will not be left without a valid signature. There may be a charge for re-delivery as RSP accepts no responsibility for failed deliveries.

If you have any queries about item delivery please contact the RSP office on 01508 536360 or email info@roadtechsproducts.net

Delivery Areas

RSP can deliver to all areas within the UK.

However, the Scottish Highlands, Northern Ireland & Republic of Ireland addresses attract an additional delivery charge.

If you require a delivery to one of these areas please contact us before a delivery is placed on 01508 536360 or email info@roadtechsproducts.net

Delivery Costs

Delivery Option:	Details:	Charge:
Standard Delivery	3-5 working days	£15 + VAT
Next Day Delivery	<ul style="list-style-type: none">• Products must be available for next day delivery.• Product must be in stock.• The order must be placed before 1pm.	£20 + VAT

Collecting an Item

We offer the option for you to collect purchased items from our warehouse Monday to Friday between 8am - 4pm.

The collection address is: Roadtechs Specialist Products Ltd
Barondole Lane
Topcroft
Bungay, Suffolk
NR35 2BE

For more information please call us on 01508 536360 or email info@roadtechsproducts.net

Return of Goods

No goods (other than goods which reach the customer in an unusable condition) may be returned without prior written consent from RSP. If a product has been delivered in an unusable condition, then we must be notified within 5 working days of the delivery date.

Where RSP consents to such return, the goods must be received from the customer, who is responsible for any return costs, in good condition. It is our normal practice to replace any merchandise which might reach customer in an unusable condition. It would help if goods which are being returned to use for examination prior to replacement, are thoroughly cleaned and adequately packed before despatch.

Goods which are specially ordered, made to order, printed, embroidered, badged or in any other way personalised are NOT returnable.

Where products have been used but deemed faulty by RSP, a replacement or credit will be offered. It is important to contact us straight way if you have any problems with the delivery or your items, if you require a refund or if you feel that your items are faulty.

Part of the Roadtechs Group of Companies

Registered Office: 1 Claydon Business Park, Great Blakenham, Ipswich IP6 0NL