



Charlton Whitehouse Fuels Ltd

Suppliers of premium solid fuel and LPG to the retail and wholesale market.



The Fuel Depot, Parsonage Street, Oldbury, West Midlands, B69 4PH



0121 544 3595



sales@cwfuels.co.uk



<https://www.cwfuels.co.uk>



Conditions of Sale

Charlton Whitehouse Fuels Ltd aims to provide all our customers with a simple, straightforward and stress-free shopping experience. Our conditions of sale apply to all sales made through our telephone ordering system, email ordering system and over the counter (in person) purchases. By making a purchase with us you accept, and are legally bound to, all our terms and conditions. Please make sure you read them before purchasing from us.

1. The prices shown include VAT and are in British Pounds Sterling (GBP). All payments from retail customers are to be made either in advance, at the time of ordering, via debit/credit card, cash or BACS or at the time of delivery. These are our “standard terms”. Any personal payment terms must be arranged and agreed between the customer and Charlton Whitehouse Fuels Ltd, prior to a delivery of goods, which will take precedence over our standard payment terms.
2. All payments from wholesale customers are to be made in line with their own personalised payment terms, which will be agreed between the wholesaler and Charlton Whitehouse Fuels Ltd prior to a purchase being made. Outstanding payments must be received in full before the end of their agreed payment window, otherwise their account may be put on hold and no further orders will be accepted until their outstanding debt has been cleared.
3. Once a customer’s payment has been made to Charlton Whitehouse Fuels for goods, either collected or delivered, a legally binding contract is created between the customer and Charlton Whitehouse Fuels Ltd. This contract will be governed by the Sale of Goods Act 1979.
4. Charlton Whitehouse Fuels Ltd reserves the right to add, edit or revoke promotions at any time.
5. Once a purchase has been made and an order placed, Charlton Whitehouse Fuels Ltd aims to arrange your delivery within seven days of the time of ordering, however this may need extending depending on the time of year. Charlton Whitehouse Fuels Ltd reserves the right to amend this timeframe accordingly to suit our delivery schedules. Orders may be cancelled in line with our Cancellation, Returns and Refunds terms and conditions provided the customer’s order has not left our fuel depot on the day of delivery. However, if the order has been dispatched and the customer wishes to cancel their order, they must either return the products to our fuel depot (registered business address) at their own expense or agree a fee with Charlton Whitehouse Fuels Ltd for us to come and collect the goods from you, before a full refund of the purchase price can be processed.
6. Any personal information customers provide to us will not be shared with any other organisation other than Charlton Whitehouse Fuels Ltd, unless it is necessary for the delivery to be made by a 3rd party haulier, in which case the customer’s name, address and telephone numbers will be shared. Customer’s details held by our 3rd party hauliers will be kept confidential and not shared outside their organisation. Customer’s information will not be shared to anyone other than those forementioned unless we are obligated to do so by law, for reasons such as fraud prevention.

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7. The price that a customer pays for a product, when completing the sale contract, will not change. If the price of the product has risen but this has not been reflected in the completed payment, then the customer will pay the price stated in completed sale and not the inflated one. That is unless the price paid is grossly disproportionate to the correct price, in which Charlton Whitehouse Fuels Ltd reserves the right to refund the purchase to terminate the sale and thus terminate the contract of sale. The value at which “grossly disproportionate” refers is at the discretion of Charlton Whitehouse Fuels Ltd.

End of terms.

