

ARROW

ARROW conditions of sale.

Purchase & Returns Policy

1. Overview

This Purchase and Returns Policy applies to all orders placed with **Arrow Diamond Tooling LTD** through our website or other sales channels. We supply **polycrystalline diamond (PCD) cutting tools and related tooling products** to both **business customers (B2B)** and **consumers (B2C)** within the United Kingdom.

By placing an order, you agree to the terms set out in this policy.

2. Ordering & Payment

2.1 Order Acceptance

All orders are subject to acceptance by **Arrow Diamond Tooling LTD**. An order confirmation does not constitute acceptance of an order.

We reserve the right to refuse or cancel an order where:

- Products are unavailable
- Pricing errors occur
- Payment cannot be authorised
- The order appears fraudulent

If an order is cancelled after payment, a full refund will be issued.

2.2 Pricing

All prices are shown in **GBP (£)**.

- Prices **include VAT where applicable for consumer sales**
- Business customers with a valid VAT registration will receive a **VAT invoice**

Prices may change without notice but changes will not affect orders already accepted.

2.3 Payment Methods

We accept payment via:

- Credit / debit card
- Bank transfer
- Approved trade credit accounts

Trade accounts may be subject to **credit approval and agreed payment terms**.

3. Delivery

Unless express delivery is requested, we aim to dispatch stocked items within **[1–3 working days]**.

Delivery times are estimates and may vary due to:

- Carrier delays.
- Customs procedures.
- World wide events dictate.

- Manufacturing lead times for special tools.

Risk in the goods passes to the customer **upon delivery**.

Customers must inspect goods upon arrival and notify us of any damage within **48 hours**.

4. Returns – Consumer Customers (B2C)

This section applies to **individual consumers purchasing for personal use**, as defined under the **Consumer Contracts Regulations 2013**.

4.1 14-Day Right to Cancel

Consumers have the right to cancel their order **within 14 days of receiving the goods** without giving a reason.

To exercise this right you must notify us by email at:

connect@g01.co.uk

4.2 Return Conditions

Returned items must:

- Be **unused**
- Be **in original packaging**
- Be in **resaleable condition**

Customers are responsible for return shipping unless the item is faulty.

4.3 Refunds

Refunds will be issued within **14 days of receiving the returned goods**.

Refunds will be made using the **original payment method**.

We reserve the right to reduce the refund if the product shows signs of **handling beyond what is necessary to inspect it**.

4.4 Faulty or Incorrect Goods

Under the **Consumer Rights Act 2015**, consumers are entitled to:

- A **replacement**
- A **repair**
- Or a **refund**

if goods are faulty, not as described, or unfit for purpose.

5. Returns – Business Customers (B2B)

Business customers do **not have automatic cancellation rights** under consumer legislation.

Returns from business customers are accepted only under the conditions below.

5.1 Standard Returns

Stock items may be returned within **14 days of delivery** if:

- They are **unused**

- In **original packaging**
- In **resaleable condition**

A **restocking fee of up to 25%** may apply.

Return shipping costs are the responsibility of the customer.

5.2 Special Order Tools

Custom tools, special geometry tools, or tools manufactured to order **cannot be returned** unless defective.

This includes:

- Special PCD tools
 - Custom ground cutters
 - Non-stock items
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5.3 Faulty Goods

If a product is believed to be defective, customers must notify us within **7 days of discovery**.

We may request the product be returned for **technical inspection**.

If the product is confirmed defective due to manufacturing fault, we will:

- Repair
- Replace
- Or credit the item

at our discretion.

6. Tool Usage Disclaimer

PCD cutting tools must be used:

- With correct **machine settings**
- At appropriate **feeds and speeds**
- In suitable **materials**

Improper use may result in tool failure. Returns will not be accepted where damage results from:

- Incorrect machining parameters
 - Improper installation
 - Accidental damage
 - Normal tool wear
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7. Warranty

Unless otherwise stated, products supplied by **Arrow Diamond Tooling LTD** are warranted against **manufacturing defects for 30 days from delivery.**

The warranty does not cover:

- Normal wear. Damage caused by particulate in boards is not covered
 - Misuse or operator error
 - Incorrect application
 - Tool breakage during machining
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8. Return Process

To request a return, contact:

Email: connect@g01.co.uk

Include:

- Order number
- Product description
- Reason for return
- Photographs if relevant

If approved, a **Returns Authorisation (RMA)** will be issued.

Returns sent without an RMA may be refused.

9. Limitation of Liability

To the maximum extent permitted by UK law, **Arrow Diamond Tooling LTD** shall not be liable for:

- Indirect losses
- Loss of production
- Loss of profits
- Consequential damages

Our liability shall not exceed the **purchase price of the product supplied.**

10. Governing Law

This policy and all transactions are governed by the laws of **England and Wales**.

Any disputes shall be subject to the **exclusive jurisdiction of the courts of England and Wales**.

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✓ If you want, I can also write:

- **Full website Terms & Conditions** (legally tighter than this)
- **A warranty policy specifically for CNC tooling**
- **A trade account terms document** (30-day accounts, late payment clauses etc.)
- **A very short version suitable for an e-commerce checkout page**

— which most tooling companies use alongside this.

