



*"flush fitting design
means
ultimate security"*

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FF1 Ground Anchor retains the right to operate more than one sales promotion at any one time.

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Important Information:

As a mail order company our premises are not ideal for you to view merchandise prior to purchasing. However, we will try to accommodate. Please help us to help you by calling 48 hours in advance to request a viewing. We can then let you know further details. By placing an order I the customer confirm that I have read, understood and accepted FF1 Ground Anchor's terms and conditions of business.

Our Service to You:

Our customer service is here to help you if you have any query regarding an order. Please email us should you require assistance. Finally, please allow at least 1 day over your selected delivery service before calling for a status update.

Our Satisfaction Policy:

We want you to be pleased with your FF1 Ground Anchor. If you are not satisfied, you can return your FF1 Ground Anchor provided it is unused and in its original packaging. Outbound delivery charges will not be refunded. Call or write within 30 days of purchase for authorisation to return or exchange your unwanted FF1 Ground Anchor.

Delivery Information:

We will send your order by the most efficient delivery method.

Attempted Delivery

All deliveries must be signed for on arrival. We reserve the right to pass on any redelivery charges applied by our carriers should it be necessary to make multiple attempts to successfully deliver your order. We reserve the right to retain carriage charges for orders rejected by the customer at the point of delivery.

Due to logistical problems beyond our control, delivery to certain parts of the UK may take longer than advertised. Please contact us for confirmation of delivery times.

Returns Procedure:

All returns must be arranged through FF1 Ground Anchor. Please do not attempt to return any item to FF1 Ground Anchor unless you have first been in contact with us. FF1 Ground Anchor's returned without authorisation may result in a delay of your query being dealt with.

Unsuitable FF1 Ground Anchors

Can be returned, at your expense, within 30 days of purchase provided:

They are unused, with all manuals and in their original 'as new' undamaged packaging.

Items returned within 30 days can be exchanged or you can decide to have a refund.

Original Delivery Charges are Non-refundable:

A minimum 20% re-stocking will be charged or a refund /exchange refused if we are unable to re-sell the unit as new with all manuals in the original packaging. Items returned at your expense are still your responsibility whilst in transit.

Damaged FF1 Ground Anchors

FF1 Ground Anchor's damaged in transit can be returned provided you have signed for the consignment as damaged or unchecked and notify us at the above e-mail address with 24 hours of receipt. Please have your packing slip to hand for reference. A replacement FF1 Ground Anchor or refund may be refused if the FF1 Ground Anchor has not been signed for as damaged or unchecked and reported within 24 hours.

Warranties on FF1 Ground Anchor

For a copy of your manual and details of your warranty period, please contact us. To report defective FF1 Ground Anchor's, please quote your invoice number.

In all circumstances, FF1 Ground Anchor will only be liable for the cost of goods. Shipping or consequential loss will not be paid.

Our Buyer's Statement:

FF1 Ground Anchor does not in any way, warrant that you, the buyer, can lawfully purchase, possess, carry or use any FF1 Ground Anchor which you may order, under any applicable UK and / or local laws. You, as buyer, warrant that you have checked those laws, that you are of legal age to purchase the FF1 Ground Anchor and that you are not under any legal disability which would in any way affect your ability to lawfully purchase them.

Our Payment Policy and Contract Binding:

FF1 Ground Anchor will send you an email to confirm receipt of your order and reassure you that your order will be processed as soon as possible. However, at this stage of the ordering process, your order is still considered as an "Invitation to Treat" and no contract will be formed until full payment has been approved and received by FF1 Ground Anchor.

Ownership of any FF1 Ground Anchor, forming an Order, shall not pass to you, the buyer, until full payment relating to the Order is received by us. All FF1 Ground Anchor's and Packaging received by you, will be maintained in a satisfactory condition and be satisfactorily insured against all risks until full payment relating to the Order is received by us. Under certain conditions your rights to possession of the FF1 Ground Anchor 's can be terminated, in relation to, but not restricted to, having a bankruptcy order made against you, or you enter into liquidation.

Cheques received with orders will be deposited on receipt. All orders are processed assuming they will be delivered complete. Back orders sometimes occur. They will be delivered as we receive them. Orders paid by credit card will be charged when we receive them in stock. Back ordered items will not be charged until the item is in stock or available for delivery. We reserve the right to verify funds with your bank before delivery, which may cause a delay of up to 5 working days. A £15 service charge will be made on all returned cheques.