

About Us This web site is owned and operated by Marine 16 Ltd who are completely dedicated to your total satisfaction. If you have any suggestions or comments or if you need to contact us, please email us using the link on the store page or use the details below.

Our contact details:-

Marine 16 Ltd Alderton 2 Priory Park Tetbury GL8 8HZ

Phone: 01666 817 577

Email: info@marine16.co.uk

VAT Registration Number 862 7043 23

Company number: 5208761

Making A Purchase Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We accept Visa and MasterCard. We do not charge for any item until it is ready to ship. Backordered items are not charged until they are shipped. If you do not wish to pay online, you may place your order by phone.

If you have made a mistake in your order and cannot correct it in the shopping cart, contact us and we will correct the mistake.

When confirmation of your order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Delivery Schedule We will normally deliver your product within 5 working days.

You must inform us within two working days from receipt if the goods are lost or damaged in transit so that we can make a prompt claim against the delivery company and correct the problem. Please quote your order number in all correspondence.

You agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.

Back Orders If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Tax Charges For orders made from the UK or the European Union, 20% VAT is added. All other orders are VAT free.

Credit Card Security When the order is placed at our website, credit card numbers are encrypted using 128 bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site.

Guarantee We guarantee your satisfaction. All of our products come with a 30 day no quibble guarantee.

Reaching Us If you need to reach us, please email us using the link on the store page, alternatively, you can call on +44 (0) 1666 817 577.

Returns Policy Your rights to return goods are protected under the EU Distance Selling Directive.

You are entitled to cancel your order and return the goods within 7 working days for a full refund, including the cost of delivery. Do this by contacting us by email or telephone and quoting the order number supplied to you. Your refund will be paid within 30 days. You are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or misdescribed.

Any goods returned should be in saleable condition.

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply in the future.

None of these terms affect your legal rights and these are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the terms to minimum extent necessary to comply with the law and without affecting the validity or enforceability of the remainder.