



Pulsar Instruments: Terms & Conditions

By agreeing to purchase measurement instruments and/or accessories and training (including via online payment, by account or purchase order) you enter into a contract with Pulsar Instruments Plc for which the terms and conditions on this page are applicable.

Payments

Online Payments

- You can make a payment to Pulsar Instruments for noise or vibration products and training through our payment secure server with Stripe. We accept the majority of debit and credit cards.
- We reserve the right to not process online payment for goods in countries where Pulsar Instruments has a preferred Sales Distribution Partner or Reseller. Instead your enquiry will be passed to them for completion.
- We do not store your card details, they are processed by a third party (Stripe) and removed as soon as your order has been processed.
- Our website provides prices in Pounds Sterling (GBP) as a default. You can **change your preferred currency to US Dollars (USD) and Euros (EUR)** by selecting the '£' symbol on the top menu bar.
- If you pay via another currency (other than GBP, USD or EUR) your bank may charge you a foreign currency transaction fee and/or currency conversion fees.

Other Payments

- Other payment options and terms are available such as payment by credit card over the phone (or via secure payment link), bank transfer or cheque (UK only). We can send a full quotation or proforma invoice on request. Payment must be received in full before goods will be sent.
- Accounts: If you have a payment account with us then we can accept your Purchase Order by email. Payment terms are Strictly 30 days.

Please [contact us](#) for more information or call our customer service team on +44 (0)1723 518011.

VAT and Sales Tax

- Pulsar Instruments VAT number is: 547025649
- All purchases made for delivery to UK addresses will have VAT added.
- Purchasers in the European Union can provide their equivalent VAT / TVA number to avoid Pulsar Instruments making this charge.
- Pulsar Instruments is not liable for any local taxes for non-UK delivery addresses e.g.
 - (i) Customs duties;
 - (ii) Local sales taxes
 - (iii) Import duties

Shipping

- Instrument shipment will normally be made within 2-5 working days (for available stock) once payment has been received by our bank.
- Delivery will be via a UK or international courier company such as Fedex, DHL, TNT.
- If your item is not currently in stock an estimated delivery date will be advised by separate email to you from our Customer Service Team.
- The costs of delivery are pre-set by your selected country (and/or Region) and by weight in GBP (a currency conversion will be made at a pre-set rate for USD and Euro payments).

Standard Shipping Zones for Instruments Carriage

- UK mainland carriage £18
- Republic of Ireland, Northern Ireland, Channel Islands, Isle of Man £26
- Mainland Europe & RoW £30

Shipping of Accessories Carriage weighing less than 500g

- Accessories weighing less than 500g will incur a standard postage & packaging fee of £6 in the UK.

Additional charges

- In addition to our standard carriage rates, non-UK customers may have to pay additional charges locally such as:
 - (i) Customs duties;
 - (ii) Local sales taxes
 - (iii) Import duties

Warranty

- All new products made by Pulsar Instruments Plc come with at least a 1 year warranty. The Pulsar Nova range has a warranty of 2 years as standard and this can be extended to 7 years on return of instruments for [annual service and calibration](#).
- The warranty period for used items (and non-Pulsar branded products) varies. Please check individual product pages or contact us for more information.
- Pulsar Instruments' warranty does not cover accidental damage or faults caused by misuse.

Refund policy

Products

Our refund policy is for new goods only (noise and vibration measurement products and/or their associated accessories) purchased from Pulsar Instruments Plc.

A refund will be offered for goods returned within 7 working days of delivery in an undamaged condition and in the original packaging. We will make the following deductions from any refund offered:

- A “restocking fee” of 10% of the original purchase price to cover the cost of calibrating the returned equipment and preparing it for resale
- Shipping (carriage) costs.

Please inform us before returning any products to us either by phone: **+44 1723 518011** or by email: sales@pulsarinstruments.com

Returns should be sent by recorded/insured delivery (we will not accept responsibility for undelivered/damaged returned goods) to:

Pulsar Instruments

Evron Centre, John Street

Filey, North Yorkshire

YO14 9HZ

UK

You must notify us within 7 working days if the goods we have supplied to you are incorrect or damaged using the contact details above.

We are not responsible for any return postage costs unless the item/s are incorrect/damaged or faulty upon delivery.

We may accept returns outside of the 7 working day period at our discretion.

Training

Our Refund Policy for training courses is:

- Up to 1 month before the course start date: Attendees can receive a 100% refund.
- Up to 7 days before the course start date: Attendees can receive 50% refunds up to 7 days before the event start date.
- Within 7 days of the course start date: No refund is offered.

Alternatively, you may transfer your place to another person in your organisation, or to an alternative date. To do this you must contact us directly at sales@pulsarinstruments.com or phone us on: 01723 518 011 before the course date.

Use of this website (<https://pulsarinstruments.com>)

By using this website you agree to these Terms and Conditions herein.

Cookies

To enable you to check out and buy your selected products a temporary cookie is used by the website. This is NOT stored on your hard disk. [For more information please refer to our [Privacy Policy](#)]

Content Ownership

All text and images used on this website (unless otherwise referenced and stated) are, and remain the property of, Pulsar Instruments Plc. Copying of our images and content without our written consent is prohibited.

Privacy Statement

Keeping your personal information safe and secure is our priority. Any contact information you provide will only be used for the express purposes of fulfilling a purchase or order, and/or if you have provided marketing consent. Please refer to our [Privacy Policy](#) for more information.