

Pulsar Instruments Terms and Conditions

Payment

You can make a payment to Pulsar Instruments for noise or vibration products and training through our secure servers. We accept the majority of debit and credit cards with the exception of American Express and Diners Club.

We will 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 removed as soon as your order has been processed.

Our website provides prices in GBP only. If you pay via a non-sterling credit or debit card your bank may charge you a foreign currency transaction fee and/or currency conversion fees.

Other payment options and terms are available such as payment by bank transfer or cheque. Please contact us for more information or call our customer service team on +44 (0)1723 518011.

VAT

Pulsar Instruments VAT number is: 547025649

All purchases made for delivery to UK addresses will have VAT added.

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

Refund policy

Our refund policy is for new goods only (noise and vibration products) purchased from Pulsar Instruments Plc.

A refund will be offered for goods returned within 7 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 costs.

Shipping:

Instrument Shipment will normally be made within 2-5 working days (for available stock) by a UK or international courier company such as Fedex, DHL, TNT.

If your item is not currently in stock estimated delivery will be advised by separate email from sales@pulsarinstruments.com

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 £
Accessories weighing less than 500g will incur a standard postage & packaging fee	£6

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