

Terms and Conditions for Special Order Items

Last Updated: 30/04/2025

Welcome to MGOC Spares Ltd. Please read these Terms and Conditions carefully before placing an order for any special order items with us.

By placing an order, you agree to be bound by the following terms:

1. Special Order Items

1.1 Definition: Special order items are products that are custom-made, personalised, or ordered specifically for you and are not part of our regular stock.

1.2 Non-Returnable: Due to the custom nature of special order items, these products cannot be returned, exchanged, or refunded once the order has been confirmed and processed.

2. Order Confirmation

2.1 Order Acceptance: Once an order for a special order item is placed, you will receive a confirmation email. This confirmation signifies our acceptance of your order.

2.2 Order Cooling Off Period: Once an order has been confirmed there is a 7 day cooling off period. We will not place your order with our supplier until this cooling off period has ended.

2.3 Order Amendments: Any requests to amend your order must be made within 7 Days of the order confirmation. After this period, no changes can be made to the order.

3. Payment

3.1 Full Payment: Full payment is required at the time of order for all special order items.

3.2 Payment Methods: We accept payment through credit/debit card & bank transfer. Please note that orders will not be processed until payment is received in full.

4. Delivery

4.1 Delivery Timeframe: Special order items may have longer delivery times due to their bespoke nature. Estimated delivery times will be provided on the product page for the item you are ordering but are subject to change.

4.2 Delayed Delivery: We are not responsible for delays caused by factors outside our control, including, but not limited to, supplier delays, customs clearance, or transportation issues.

5. Cancellation Policy

5.1 Cancellation Window: You may cancel your special order within 7 Days of receiving your order confirmation. After this period, the order cannot be cancelled.

5.2 Should you wish to opt out of the Cancellation period (in order to not to delay the item/s), you must call us first to discuss this option and then confirm this in writing to us.

5.3 Refunds on Cancellation: If a cancellation is made within the permitted window, a full refund will be issued using the original payment method.

6. Defective or Damaged Goods

6.1 Inspection: Upon delivery, you are required to inspect the items immediately. If the goods are defective or damaged, you must notify us within 24 hours.

6.2 Remedy: If a special order item is found to be defective or damaged, we will offer a repair, replacement, or refund/partial refund at our discretion.

7. Limitation of Liability

7.1 Indirect Damages: We shall not be liable for any indirect, special, incidental, or consequential damages arising out of or in connection with the purchase, use, or inability to use any special order item.

7.2 Total Liability: Our total liability under these Terms and Conditions shall not exceed the amount paid by you for the special order item in question.

8. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

Any disputes arising from or relating to these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9. Amendments

We reserve the right to amend these Terms and Conditions at any time.

Any changes will be effective immediately upon posting on our website, and you are advised to review these terms regularly.

10. Contact Information

If you have any questions about these Terms and Conditions, please contact us at:

- Email: sales@mgocspares.co.uk

- Phone: +44 (0) 1954 230928

- Address: MGOC Spares Ltd, Octagon House, Over Road, Swavesey, Cambridgeshire, CB24 4QZ, UK.

By placing an order with MGOC Spares Ltd, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.