



Consort Frozen Foods Ltd – Walls Equipment Purchase Terms of Sale

1. The delivery of equipment is generally estimated to take within the range of 10 to 15 working days from the point of payment processing. However, it is important to note that this timeframe is not exhaustive.
2. Walls Refrigeration Solutions will be in contact with you to coordinate and schedule the delivery of the equipment.
3. It is your responsibility to ensure that your site has sufficient space to accommodate the placement of the cabinet. Failure to accept the delivery of the cabinet may result in charges for unsuccessful delivery.
4. You are required to inform us of any delivery restrictions or obstacles, including but not limited to stairs or ramps. Clear and level access is necessary for placing the cabinet, as the delivery personnel are unable to lift it. If you cannot accept the cabinet's delivery, charges for unsuccessful delivery will apply.
5. A representative must be present throughout the scheduled delivery day to acknowledge receipt of the equipment.
6. Prior to signing any documentation, it is imperative to thoroughly inspect the delivered items in the presence of the delivery personnel. Claims of damages reported after the completion of delivery will not be considered by the refrigeration company.
7. The warranty covers a period of three years, encompassing both parts and labour. Charges outside this warranty period will be determined at the company's discretion and will be subject to rates set by the company.
8. The Cancellation Policy necessitates a 48-hour notice before the scheduled delivery day to cancel equipment without incurring fees. Cancellations made within this 48-hour window will result in a charge of £95 + VAT. To ensure timely cancellation, please contact the refrigeration company as the initial step.
9. In the event of equipment breakdown and subsequent loss of stock, such losses must be addressed through your shop insurance, as the warranty exclusively covers the freezer equipment itself and not its contents.
10. Complimentary stock associated with Ice Cream equipment (Vista, Maxivision, etc.) will be delivered in a single delivery and must be accepted within 6 months from the initial delivery. Complimentary stock for Frozen Food equipment (Gamma range) must also be taken within 6 months but can be delivered in no more than two deliveries.
11. In cases of failed equipment delivery, a re-delivery charge of £95 + VAT will be applicable. This charge is also applicable to cancellations.
12. Consort will not assume liability for any additional charges incurred by you from third-party partners and/or refrigeration companies.