

Terms and Conditions

About Us

Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies are dedicated to your total satisfaction. We guarantee the **LOWEST PRICES** with every product discounted below trade price! Our National Sales line and network of 8 Branches will fulfil your order requirements fast and efficiently!

Making A Purchase

Making a purchase could not be easier. Just browse our Catalogue and click on any items that you wish to buy and put them into the shopping cart. After you have finished your selection, click on "Order" and you will be asked for a few details that we need to be able to satisfy the order.

Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies reserves the right to vary prices at any time. All prices exclude VAT @ 20%. All dimensions quoted are approximate and should be checked with the manufacturer before installation.

We accept Visa, Visa Debit, Mastercard, Apple Pay and Bank Transfers.

If you're situated close to one of our branches and wish to collect your order; just notify us of which branch / date / approximate time you intend to collect (by using the "special delivery instructions" field on the order form).

Pictures & Prices

Illustrations are typical and not binding. E & O E (Errors & Omissions Excepted). An error may occur which could result in an incorrect price on the website, in some cases we will not be able to fulfil the order at the incorrect price. We apologise if this causes an inconvenience.

ORDER PROCESSING

Order can be placed on our site 24 hours a day, 365 days a year. However, orders will be processed and dealt with-in our stated office hours below.

OFFICE HOURS

Monday-Friday: 7:00am-5:30pm

Saturday: 8:30am-1:00pm.

Sunday: CLOSED

Bank holidays: Variable (please check latest adverts)

Christmas Day: CLOSED

Boxing Day: CLOSED

New Years Eve & Day: CLOSED.

Shipping And Handling

Scottish Highlands, Northern Ireland and Republic of Ireland Delivery is FREE on Orders of £150.00 (ex VAT) or more. Orders less than £150.00 are subject to a contribution towards delivery of £14.99 (+VAT).

Offshore Islands.

Delivery is FREE on Orders of £175.00 (ex VAT) or more. Orders less than £175.00 are subject to a contribution towards delivery of £24.99 (+VAT).

Mainland UK (except Scottish Highlands)

Delivery is FREE on Orders of £50.00 (ex VAT) or more. Orders less than £50.00 are subject to a contribution towards delivery of £4.99 (+VAT).

CABLE PRICE FLUCTUATIONS:

All published and quoted cable prices may be subject to manufacturers price increase at short notice. Please ask for our cable price update leaflet.

Bulky items

i.e., Storage Heaters, Built-in Ovens, Hobs etc and any other fragile goods requiring special handling are subject to carriage charged at cost. As you browse our website, you will find a Carriage button against products where extra carriage charges apply. You will be notified by us of the cost before we proceed with your order.

Delivery Schedule and Cancellation

Our normal office hours are 8.30am to 5.30pm Monday - Friday and 8.30am to 4.30pm Saturday. Our branches are open 8.00am to 5.30pm Monday - Friday and 8.30am to 1.00pm Saturday. We aim to deliver your order fast - usually 2 to 3 working days! Remote/Offshore areas please allow 3 - 5 days for delivery. Orders placed outside office hours are dealt with the moment we re-open. We carry huge stocks both centrally and at our branches. However, if your item is not in stock, we will back order for you. We will notify you before we proceed. You will be given the option to amend or cancel your order, and in some instances be offered an alternative if you would rather not wait. If you wish to cancel an item that is in stock, please do so by 3pm on the day of ordering by calling 0800 197 6565 or emailing sales@qvsdirect.com.

Tax Charges

All prices exclude VAT, VAT will be added at checkout stage. For orders made from the UK or the European Union, 20% VAT is added.

Guarantee

Our prices may be low, but you can be assured of quality products at QVS Direct. All goods carry a one-year guarantee and are tested to British and European Standards. All dimensions quoted are approximate and should be checked with the manufacturer before installation. Illustrations are typical and not binding. E & O E.

Reaching Us

We're here to help! With over 5000 products available, your almost certain to find the product you need. If its not listed simply Phone or Fax your nearest branch or our NATIONAL SALESLINE for friendly helpful advice. We offer a fast special-order service and can usually locate the item you're looking for - Just give us a call!

Privacy Policy

Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies do not disclose buyer's information to third parties. Cookies are used on this shopping site, but only to keep track of the contents of your shopping cart once you have selected an item.

Invitations to Treats & Offers

“By completing and submitting the electronic order you are making an offer to purchase goods. No contract will subsist between you and Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies for the sale by it to you of any product unless and until Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies accepts your order by email confirming that it has dispatched your product. That acceptance will be deemed complete and will be deemed for all purposes to have been effectively communicated to you at the time Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies sends the email to you (whether or not you receive the email).”

Credit Card Payments / Refunds

Credit Payments and Refunds are made via the secure Shopify Payments platform or PayPal.

Law Jurisdiction

The contract will be made under English law and subject to the jurisdiction of the courts of England & Wales.

Intellectual Property

The images, titles and descriptions used on this website are considered property of Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies. You may not reproduce, copy, extract or distribute any content for the use of commercial purposes without written permission from Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies.

Forum Terms and Conditions

By using this forum (whether that be by posting or viewing) you are agreeing that Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies is in no way liable for loss, injury, death etc. caused by actions made as a result of information contained on this forum. This includes standard posts and external links.

Returns Policy

1. FAULTY PRODUCTS

- a) Products that are faulty must be returned within the manufacturers warranty period which is usually 12 months.
 - b) The complete product must be returned unless, if agreed by the Company, a specific part may be returned.
 - c) Products within the manufacturers specific warranty period will be repaired, replaced, or a refund given at the discretion of the Company.
- QVS does not accept liability for indirect or consequential loss.

2. NON-FAULTY GOODS

- a) Products must be complete and in their original packaging with any instruction leaflets.
- b) Products must be returned within one month of the purchase date.
- c) Refunds for any products not required are at the discretion of the Company.
- d) Non-standard products that have been ordered specially cannot be refunded under any circumstances.

3. PROCEDURE FOR RETURNING FAULTY PRODUCTS TO Ryness Electrical Supplies Ltd t/a QVS Electrical Supplies (or requesting a replacement)

Please contact the branch that supplied the goods and have ready the following information:

- a) The invoice number
- b) The date of purchase
- c) The product code(s)
- d) The reason for returning the products

You will be advised of how the products will be exchanged or of the issue of a refund.

4. SHORT OR NON-DELIVERY

If you experience a short or non delivery, please contact the branch that supplied the goods and have ready the following information:

- a) The invoice number
- b) The date of purchase
- c) The product code(s)

Our sales advisers will investigate the problem and refer back to you as soon as possible.