

WEBSITE TERMS & CONDITIONS

1. Enquiries

For information on product availability, sizing enquiries or any other technical issue, please [contact us](#) between 9.00 am and 5.30 pm, Monday to Saturday.

2. About Grade One 'G1' Products

Grade One (G1) products are supplied in a used (i.e. secondhand) condition. The condition of G1 goods does vary. Some items may be supplied in near brand new condition, whilst others may appear visibly worn. Unlike brand new items, G1 goods may have been subject to minor repairs which are difficult to notice. We guarantee that all G1 goods are supplied in a serviceable condition (please see the Survival Aids Customer Satisfaction Guarantee). If you have any questions regarding G1 goods, please do not hesitate to [contact us](#).

3. Deliveries

We aim to process and dispatch your order within 1 working day of receipt (excluding weekends and bank holidays), although it can sometimes take longer e.g. during busy periods or for items that are not in stock. Although most goods arrive earlier, please allow a maximum of 28 days for delivery. Please note that the supply of both brand new and G1 (used) surplus clothing and military equipment can be less reliable than conventional goods. If you wish to enquire about the availability of items (or how long it will take for them to be delivered to you), please [contact us](#).

We charge a standard scale of postage and packing on orders based on weight or value. For certain oversized orders, for example very large orders, it is sometimes necessary to charge a special carriage charge in order to ensure that goods are properly handled and protected. We will always inform you of special carriage charges before processing your payment. Please do not hesitate to [contact us](#) if you wish to enquire about post and packing rates.

We deliver anywhere in mainland UK and Northern Ireland (including the Channel Islands). Orders are delivered either by courier or First Class Royal Mail. If there is no one available at home during daytime business hours then please give details of a separate delivery address where someone will be available to sign and receive your parcel (for example your place of work, or a neighbour or relative's address). International orders have their postage calculated according to our published [post and packing](#) costs. We export to most countries as required by our customers.

Items may be sent separately, so do not worry if your entire order does not arrive in one parcel. Out-of-stock goods marked 'to follow' on your invoice/delivery note will be forwarded automatically as soon as they come into stock and there is no need to contact us again. Items marked as 'not in stock' are no longer available and will not be sent or appear on your invoice.

4. Survival Aids Customer Satisfaction Guarantee

Under the Consumer Protection (Distance Selling) Regulations 2000 (DSR) you have a statutory right to cancel your order and receive a full refund for any item, with the exception of items personalised for you (e.g. special embroidery). All products advertised in this catalogue are covered by the Survival Aids Customer Satisfaction Guarantee - we accept any return, for any reason, in the event of you not being 100% satisfied with your purchase.

5. Exchanging Goods with Survival Aids

Please note that goods should be returned to us within 14 days in a new unused condition (or for G1 goods, in the same condition as supplied). All goods should be sent by Royal Mail and addressed to: **'Exchanges, Survival Aids UK Ltd, Units 9/14, April Court, Sybron Way, Jarvis Brook, Crowborough, East Sussex TN6 3DZ'**. Please include a photocopy of the original invoice with a note or letter detailing the nature of the return and any actions you require us to take. Please ask your Post Office for a 'Proof of Posting Certificate' or similar document when returning any goods. If goods are faulty or if there is an error by Survival Aids, we will normally refund your return postage costs (Survival Aids can obtain this information from the package itself). If you have ordered the incorrect size or item you will need to enclose a cheque or postal order for the original postage value made payable to "Survival Aids UK Ltd" to cover additional postage. Failure to enclose payment or instructions will delay the processing of your exchange. If you are not sure whether or not you are eligible for a refund of your return postage costs, please [contact us](#).

6. Returning Goods for a Refund

Please note that goods should be returned to us within 14 days in a new unused condition (or for G1 goods, in the same condition as supplied). All goods should be sent by Royal Mail and addressed to: **'Returns, Survival Aids UK Ltd, Units 9/14, April Court, Sybron Way, Jarvis Brook, Crowborough, East Sussex TN6 3DZ'**. Please include a photocopy of the original invoice with a note or letter detailing the nature of the return and any actions you require us to take. Please ask your Post Office for a 'Proof of Posting Certificate' or similar document when returning any goods. If goods are faulty or if there is an error by Survival Aids, we will normally refund your return postage costs (Survival Aids can obtain this information from the package itself). If you are not sure whether or not you are eligible for a refund of your return postage costs, please [contact us](#). If you placed your order either by phone or our website we will refund the amount directly to the debit or credit card you used for your original purchase. If you ordered through the post then we will contact you to confirm where the refund should be credited. If you have any further questions regarding your refund, please [contact us](#).

7. Trading Terms

All offers are subject to stock availability. You will be notified of any price changes (for instance due to a change in VAT) before or when your payment is processed. By shopping with us, you agree that from time to time we may send you details of any special promotions of our goods and prices. All metric and imperial measurements given in our catalogues or on our website are approximate. We reserve the right to replace advertised products with equivalent products when necessary. All such goods are subject to our Survival Aids Customer Satisfaction Guarantee.

8. Data Protection

We are registered to hold your personal data. Credit is available to selected customers and organisations. Should you request credit we may search files of Credit Reference Agencies who record the search. We will check your details with fraud prevention agencies and if you give us false or inaccurate information, we will record this.

9. Knives and Certain Bladed or Pointed Articles

Under the Criminal Justice Act 1988, it is an offence to sell knives and certain bladed or pointed articles to persons under the age of 18. Please [contact us](#) if you have any further enquiries or questions regarding any of our products and the Criminal Justice Act.

10. VAT and HM Forces, International and Channel Island Customers

Survival Aids welcomes orders from all Channel Island customers, all serving members of HM Forces and International customers. Deliveries to Channel Island and BFPO addresses are charged at the standard rates. BFPO deliveries are sent via the Forces internal mail service (BFPO). Exports to international customers, Channel Island customers, PRI shops and HM stores will not be charged VAT. International and BFPO customers wishing to purchase goods tax free must use our [online tax-free shopping area](#). Please note it is not possible to refund tax retrospectively on tax-free eligible online purchases not made through our [online tax-free shopping area](#). Please [contact us](#) if you have any further questions regarding tax-free purchases prior to making your purchase.