

# Abacus Transport

Abacus Transport Limited  
Masters Yard, Railway Terrace,  
Kings Langley, Herts. WD4 8JA  
Tel:01923 260333 Fax:01923 260444  
Registered in England no. 2963669

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## **ATH GROUP BOOKING, PAYMENT, REFUND, CARRIAGE & CANCELLATION POLICY**

All orders are subject to this booking, payment, refund, carriage, and cancellation policy.

### **How to book my order?**

- To request a job quote; complete the booking form (see below) and email it to [enquires@abacustransport.co.uk](mailto:enquires@abacustransport.co.uk)
- All job quote requests will be processed within 2hrs and sent back via email if the quote request is sent between 0900hrs and 1500hrs. If the quote request is sent after 1500hrs or the booking form is incomplete the quote will be received no later than 1100hrs the following day.
- Any quote provided will be valid for 14 days.
- To accept the quote and make the booking please reply to the email accepting the quote.
- The job will then be pre-booked on the system, and you will receive a consignment number which will allow you to make a card payment via the website.
- Payment must be made within 24hrs to confirm the booking. Failure to make payment will result in the booking not being valid.
- By making payment you agree to accept the terms and conditions in this policy.
- Should there be too many variables to provide an exact quote you may be asked to raise a PO which the Company will invoice against. If the job comes under the value of the PO, the difference will be refunded to you within 5 working days. If the amount of work exceeds the PO value, you will be asked to raise an additional PO or make the additional payment via the Company website before the goods are delivered.
- Payment is to be made via the website for non-account customers only.
- Account customers are to pay via invoice under the invoice terms and conditions.
- To become an account customer please email [accounts@abacustransport.co.uk](mailto:accounts@abacustransport.co.uk)

### **How to cancel my order?**

- Once the payment has been made against the consignment number a full refund will only be issued if cancellation is made before 24hrs of the planned consignment collection or delivery time, whichever is the sooner.
- To cancel an order, you must email [enquires@abacustransport.co.uk](mailto:enquires@abacustransport.co.uk) quoting the consignment number and reason for the cancellation.

### **Refund policy**

- Please note that refunds can't be processed for any consequential loss.
- Should a refund be appropriate, it shall be made back onto the same payment card the payment was taken from or the PO or part of the PO will be rescinded.

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- Refunds will take 5 working days to process as all refunds have to undergo a process to ensure that no collection or delivery took place.

## **What happens when my consignment is received or collected?**

- Once the consignment is received or collected 2020 RHA conditions of carriage will apply unless otherwise stipulated.