

Borg & Overström Despatch Lead Times Policy

Dispensers and integrated tap systems

Despatch lead times vary according to current demand. Despatch lead times on orders for dispensers and integrated tap systems will be confirmed at the time of ordering.

Spare parts

Currently manufactured spare parts

All current spare parts shipped to a UK address will be despatched on the working day following the order date.

All current spare parts shipped to an address within the EU will be despatched within 3 working days of the order date.

Discontinued spare parts

All discontinued spare parts will be despatched within 75 working days of the order date.

Bulk and mixed spare part orders

All bulk spare part orders exceeding current stock levels and orders containing both current and discontinued spare parts will be despatched within 75 working days of the order date.

Assembled accessories and kits

Despatch lead times vary according to current demand. Despatch lead times on orders for assembled accessories and kits will be confirmed at the time of ordering.

Stock accessories

Orders for stock accessories (such as CO2 cylinders, filters et cetera) shipped to a UK address will be despatched on the next working day following the order date.

Orders for stock accessories shipped to an address within the EU will be despatched within 3 working days of the order date – except CO2 cylinders, which are only despatched once a week due to specific hazardous goods shipping requirements.

Despatch lead times for bulk orders of stock accessories exceeding current stock levels will be confirmed at time of ordering.

Mixed orders with differing despatch lead times

For orders containing multiple product lines, the entire order will be automatically allocated the longest lead time to ensure simultaneous delivery of all items included in the order. Should any products (such as stock parts) be required sooner, we recommend these be placed as a separate order to ensure it is expedited accordingly. This will however be treated as a separate order, which will incur its own relevant shipping charges.

Item	Destination	Despatch lead time
Dispensers and integrated tap systems	All	Confirmed at time of order
Spare parts		
- Currently manufactured spare parts	UK	Next working day
	EU	3 working days
- Discontinued spare parts	All	75 working days
- Mixed current/discontinued spare parts	All	75 working days
- Bulk orders exceeding current stock levels	All	75 working days
Assembled accessories and kits	All	Confirmed at time of order
Stock accessories (filters, etc.)		
- including CO2	UK	Next working day
- excluding CO2	EU	3 working days
- including CO2	EU	Once a week
- Bulk orders exceeding current stock levels	All	Confirmed at time of order

Changes to orders

Stock parts and accessories

Amendments to orders for stock parts and accessories may be made before and on the working day prior to the despatch date.

If additional stock parts or accessories are added to the original order the lead time will be reviewed and a new despatch date will be confirmed.

Dispensers and integrated tap systems

Orders for dispensers and integrated tap systems cannot be cancelled and products cannot be exchanged once production has commenced.

If additional dispensers or integrated tap systems are added to the original order the lead time will be reviewed and a new despatch date will be confirmed.

Revised lead times for amended orders

If an amendment to an order requires products to be added to the order, the date of the amendment will replace the original order date and lead times will be re-calculated accordingly. This applies to all orders for stock parts and accessories, dispensers and integrated tap systems.

This may postpone the despatch of the revised order. If shipment of any items on the original order is required on the original despatch date, we recommend that additional products are ordered separately from the original order. This new order will be allocated separate lead times and carriage charges.

Terms

1. Working days are based on the UK's 5-day working week (Monday to Friday) excluding national holidays and bank holidays.
2. The number of days quoted refers to the time from order to despatch and does not include delivery transit time. The actual number of days required for delivery will vary depending on the destination and shipping method.
3. To identify the status of current or discontinued spare parts, please refer to our Spare Parts Policy: <https://www.borgandoverstrom.com/en/spare-parts-policy/>

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