



Terms and conditions

Thank you for your interest in our products we are grateful for your considerations. The terms and condition are set out to give you an understanding as to how we operate as a company. The Item set out herewith cover order confirmation processes, Warranty and after warranty support as well as ongoing product support.

Section one covers the ordering process through to payments

Section two covers Warranty cover and how that functions

Section three covers our after sales Crash Replacement Support Program

Product returns policy

Final section our continued support for the product and operation

Enquiry and ordering process



We are happy to be in contact through all communication medias phone, emails Facebook etc.

We don't have an ordering system on our website as our products are not bespoke, high performance bows and so we prefer to have a communications exchange with our customers to ensure that they get the best fit product to suit their physical requirements and shooting methods.

So in the finalising process of identifying the product specification we handle that via email because in that way the information exchange is written and shared by ourselves and with yourself and in that way substantially reduces the risk of misunderstanding and confusion. So on sales and product specification email sid@borderbows.com.

Payments can be achieved by bank transfer, credit card, in some cases a personal cheque or PayPal however PayPal, their costs, are a total of 5% and so that would have to be added to the grand total for the product including shipment costs.

Once the preliminary exchange of ideas leading to the identification of the product specification, we email out an official order confirmation that lists all aspects of the potential order and that has to be reviewed by the customer and agreed to, or we can be advised of any new added features or changes / corrections. Then the order is complete.

The Target Delivery Date is stated on the order confirmation and that time frame starts once a payment is received and that can either be a non refundable 50% deposit or a payment in full where the product cost can be refunded should that be required

Product Warranty



Product warrant covers a three year period, covering materials and workmanship and is supported by our product catalogues that set the recommendations for the product and so warranty covers only applies providing the product has been operated under the listed recommendations.

The Warranty period has a duration of three years and since warranty issue are most likely to happen in the first year, the support is written down over that time span. 100% support is given during the first 12 months of the product, timed from the ship date of the product. During the second year the support is 50% i.e. a 50% discount is applied to the replacement product. During the third and final year the support is 25% i.e. a 25% discount on the replacement product.

Warranty only covers the original owner while in ownership of the product that is being supported by warranty has to be returned for a final inspection to ensure that the warranty support applies i.e. a fault in materials or workmanship.

The replacement product is shipped with the shipment and insurance costs covered by Border Archery. Replacement products are given the fastest manufacturing process times roughly standing 3 to 5 weeks under normal conditions i.e. the time take to physically produce the item.

Crash Replacement Support Program

CRSP



We have our crash replacement support program that is applied, at our discretion and can be offered to the original owner of the product providing that they bought the original product directly from us. It is designed to cover serious product issues that disable the product, created by situations that are out side of the warranty or inside, if not materials or workmanship. For example in a carpark a car drives over the bow and destroys it. As a valued customer we would partially cover the accident by the CRSP which offers a 20% discount off of the replacement product.

The CRSP is part of our after market support program aimed at helping our good customers in the event of sad circumstances.

Returns policy



Our returns policy is our way of providing a product satisfaction guarantee. Again this applies to product that is bought directly from us and covers situations where the product supplied, to the order specification mutually agreed, does not full meet the expectations of the customer. So in these situations providing the product is returned within 28 days in a new condition, then a refund of the product price will be given. Should this happen due to a change in order specification for example a bow weight change, then the replacement product will be produced and sent but the product being returned will have a return to stock payment of £50, or equivalent value to be made.



support for the product and operation

We are here to help our customers with bow set up and tuning of our products. They do not meet conventional archery concepts and so we are here to help get the bows up and running . So any questions please email sid@borderbows.com for help and running efficiently.

We have set up guides for most of our products and these are usually emailed during the email exchange during the quotation phase of the process. The set up guide / product catalogue give all of our recommendations for the product and also an explanation as to why the bow/product should be set up that way. Products not set up to the guide invalidates the warranty cover. So please when you receive the products if there has not been advice on bow setup please send an email and a copy of the product catalogue/setup guide will be emailed to you.

When setting up your bow during the set-up and tuning phase, should you have any question, please email the above email address and we will do all we can to help you get the best from your product.