Terms & Conditions

Last updated: Nov 10, 2026

These terms apply to every order placed on this website and to your use of the site. Please read them before ordering. Some terms apply differently to consumers and business customers, and each section says where.

1. About us and these terms

1.1 This website is run by SAANRO International Ltd, registered in England and Wales under company number 03427765, with its registered office at **Unit 3/4 Taylor Ct, Carrs Industrial Estate, Haslingden, BB4 5LA**. Our VAT number is **GB**693546300.

1.2 You can contact us at **sales@saanro.com** or **07306354894**.

1.3 A "consumer" is an individual buying wholly or mainly outside their trade, business, craft or profession. A "business customer" is anyone else, including every trade account holder.

1.4 These terms, together with our Privacy Policy, Delivery & Shipping Policy and Returns & Refunds Policy, make up the contract between us. If you are a business customer, they apply instead of any terms you send us.

2. Using our website

2.1 You must give accurate details when you register, and keep your password secure. You are responsible for orders placed through your account.

2.2 You must not misuse the website, including by trying to gain unauthorised access, introducing malicious code, or scraping it.

2.3 The content, design and branding of the website belong to us or our licensors. You may view and print it for your own use only.

2.4 We try to keep the website available and accurate but cannot guarantee it will be uninterrupted or error-free. We are not responsible for websites we link to.

3. Trade accounts

3.1 Businesses can apply for a trade account, which may give access to trade pricing and payment on invoice. We may approve or decline an application at our discretion.

3.2 We may suspend a trade account, or stop supplying it, if invoices are overdue, the credit limit is exceeded, or the business becomes insolvent.

4. Our products

4.1 Product images are for illustration. Packaging may vary from what is shown.

4.2 Many of our products are chemicals. You must read the label and Safety Data Sheet before use, and store, use and dispose of products as they describe.

4.3 Business customers are responsible for their own risk assessments under COSHH, and for training and protective equipment for their staff.

5. Age-restricted and corrosive products

5.1 Some products are "corrosive products" under the Offensive Weapons Act 2019. They are marked on their product page.

5.2 By ordering them, you confirm you are 18 or over. They will only be delivered to a business address or collected from us by arrangement; by law they cannot be delivered to a home address or a parcel locker.

5.3 We may ask for proof of age, and may cancel and refund any order where we are not satisfied the buyer is 18 or over, or where the delivery address is residential.

6. Orders and how the contract is formed

6.1 Placing an order is an offer to buy. We email to confirm we have received it, but that is not acceptance.

6.2 The contract is formed when we email to confirm your order is being processed, or when we dispatch it, whichever is first.

6.3 We may decline an order, for example if a product is out of stock, a price is wrong, payment is not authorised, or the order breaks section 5. If we decline, we refund anything you have paid.

7. Prices and VAT

7.1 Prices are in pounds sterling. Prices shown to consumers include VAT. Trade prices may be shown excluding VAT, and VAT is added at checkout at the current rate.

7.2 Delivery charges are shown at checkout and added to the order total.

7.3 If we find a price was obviously wrong, we will contact you before accepting the order. You can then order at the correct price or cancel.

8. Payment

8.1 Card payments are taken in full when you order, through our payment provider Stripe.

8.2 Approved trade accounts may pay on invoice. Invoices are due within **30 days of the invoice date**.

8.3 If a business customer pays late, we may charge interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998, currently 8% a year above the Bank of England base rate, and may suspend deliveries until the account is paid.

9. Delivery, risk and ownership

9.1 Delivery areas, times and charges are set out in our Delivery & Shipping Policy. Delivery times are estimates.

9.2 Consumers: if we don't deliver within 30 days of the contract, or a date we agreed, you may treat the contract as ended and get a full refund.

9.3 Business customers: time of delivery is not of the essence, and we are not liable for delays outside our reasonable control.

9.4 The goods are at your risk from the moment they are delivered to you, or collected by you.

9.5 Ownership of the goods passes to you when we have received full payment for them. Until then, business customers must store the goods separately and identifiably, and we may recover them if an invoice is overdue.

10. Cancelling and returning goods

10.1 Your rights to cancel and return goods are set out in our Returns & Refunds Policy.

10.2 We may cancel an order if we can't supply it, for example because a product is discontinued, or under sections 5 and 6.3. We will tell you and refund anything you have paid.

11. Faulty goods

11.1 Consumers: we must supply goods that are as described, fit for purpose and of satisfactory quality. Your remedies under the Consumer Rights Act 2015 are summarised in our Returns & Refunds Policy.

11.2 Business customers: we warrant that goods will match their description and be free from material defects on delivery. You must tell us about visible defects within **7 days** of delivery and about other defects within a reasonable time of finding them. We will repair, replace or refund the goods, at our choice, and that is your only remedy for defective goods.

11.3 Business customers: to the extent the law allows, all terms implied by statute or common law are excluded, apart from those about our title to the goods.

11.4 We are not responsible for defects caused by misuse, incorrect storage, dilution or mixing, or using a product other than as the label and Safety Data Sheet describe.

12. Our liability

12.1 Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, for breach of your rights under the Consumer Rights Act 2015, for defective products under the Consumer Protection Act 1987, or for anything else the law does not allow us to limit.

12.2 Consumers: we are responsible for loss you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care. We only supply products for domestic and private use, and are not liable for loss of profit, business or opportunity.

12.3 Business customers: we are not liable for loss of profit, revenue, business, goodwill or data, or for any indirect or consequential loss. Our total liability under or in connection with each order is limited to the price of that order.

13. Events outside our control

We are not responsible for delays or failures caused by events outside our reasonable control, such as courier failures, severe weather, supply shortages, industrial action or failures of utilities or networks. We will tell you as soon as we can and do what we reasonably can to limit the delay. If the delay lasts more than 30 days, either of us may cancel the affected order and we will refund anything paid for goods not received.

14. Your personal data

We use your personal data as described in our Privacy Policy.

15. General

15.1 We may change these terms. The terms in force when you place an order apply to that order.

15.2 We may transfer our rights and obligations to another organisation. You may not transfer yours without our written agreement.

15.3 If a court finds part of these terms unenforceable, the rest stays in effect.

15.4 If we don't enforce a right straight away, we can still enforce it later.

15.5 Nobody other than you and us has any right to enforce these terms.

15.6 Business customers: these terms are the entire agreement between us about each order, and you have not relied on any statement not set out in them.

16. Law and disputes

16.1 These terms are governed by the law of England and Wales.

16.2 Consumers can bring proceedings in the courts of England and Wales, or in Scotland or Northern Ireland if you live there. Business customers agree that the courts of England and Wales have exclusive jurisdiction.

17. Complaints

If you have a complaint, contact us at **sales@saanro.com** or 01706 244999 and we will reply within **5 working days**.