

Terms of cooperation in short:

- Prices in the shop are in retail. There is a possibility to get the wholesale prices for companies after sending us the VAT ID number (VAT EU payer code). Please login to REGISTRATION FORM and fill in a form, only then we could change your status to the wholesale one. After that, you will see the wholesale prices and all of your orders will be with these prices.
- Prices without VAT concern only those companies, which will send us their VAT EU number.
- If you are the wholesaler we have super low price for you.
- You may buy any quantity of goods (no minimal order quantity or price).
- Shipment in the day of placing the order or the day of transferring money into our bank account. When you choose a credit card method payment, the goods will be sent in the same day.
- Delivery in the area of Europe lasts about 3-5 working days from the moment of transferring money to our bank account.
- Prices visible next to the goods are the net prices, which means that they are binding only during the goods collection from the warehouse. In case of shipment we add the cost of transportation to the total.
- Cost of transport in the area of Europe is several dozen Euros (up to 25 kgs). The precise cost value you can see during place an order.
- All the time during placing order, there is a possibility to control quantity of order, weight of shipment as well as calculated cost of delivery "to door".

Product returns

The process for returning products to us is the same whatever the reason.

Simply telephone in our office and ask for a Returns Number (RMA). You can take the RMA if you send us an email to sales@tridimas.gr with notice for our Service Department. It is most helpful if you can provide the invoice number on which the goods were originally despatched and the product serial number.

We will then arrange for the product to be collected and sent to our Service Centre for processing.

To monitor the progress of your return, please telephone or send an email to our customer services department quoting the returns number.



Please note that chargeable repairs are subject to an inspection fee.

21 day no quibble guarantee

We will credit or exchange Standard products purchased from TRIDIMAS ELECTRONICS S.A. without question, provided that the goods are returned in their original packing, with all manuals, connectors and ancillary items, and are unused. The goods must be returned to us within 21 days of invoice date for this No Quibble Guarantee to apply. This guarantee does not affect your statutory rights. Items such as software or consumables etc. are not covered by our 21 Day No Quibble Guarantee.



All products supplied by TRIDIMAS ELECTRONICS S.A. are covered by manufacturers' warranty for 12 months from invoice date (some manufacturers' warranties exceed 12 months). This guarantees against defects in parts and workmanship but does not cover "fair wear and tear" – for example for video recorder heads. These warranties do not affect your statutory rights.

Customer charter

Our Customer Charter gives you:

- The widest product range
- 98% ex-stock delivery
- Extended opening hours – 8.30am-5pm, Mon-Fri
- Next day delivery, even on orders taken before 2pm (in some territory)
- 21 day No Quibble Money Back guarantee
- Friendly efficient customer service
- In-depth technical support
- Free system design
- Extended warranties
- Efficient repair service
- Comprehensive Training
- Full pre-build and test
- Hands on demonstration facilities

