

Shipping, Delivery, Availability & Returns Disclaimer · Updated March 2026 · Business Customers Only

Stuga Machinery Limited is committed to minimising our customers' downtime. We prioritise the dispatch of urgently required spare parts, using next-day delivery services in good faith.

1 — Delivery Dates

All delivery dates, lead times, and availability statements are estimates only and are not guaranteed. Stuga Machinery Limited shall not be liable for any delay in delivery, howsoever caused, including delays arising from manufacturing, supplier performance, logistics providers, customs clearance, force majeure events, or customer-requested changes.

2 — Critical, Emergency or Machine-Down Spares

Any reference to parts as critical, emergency, machine-down, AOG, or similar is for prioritisation purposes only and does not constitute a guaranteed delivery obligation. Expedited or premium freight services are subject to third-party carrier performance and availability. These times are not guaranteed by Stuga Machinery Limited and no liability shall arise for failure to meet any target, requested, or anticipated delivery time, including where parts are required to avoid or mitigate equipment downtime.

For parts designated as "Critical," we recommend customers maintain on-site safety stock. Our liability for failure to deliver critical spares by a requested date is strictly excluded.

3 — Partial Shipments

To ensure your machinery is back in service as quickly as possible, we reserve the right to deliver orders in whole or in part. Partial delivery shall constitute due performance in respect of the delivered items and shall not entitle the customer to withhold payment, cancel remaining items, or claim non-delivery. Remaining items shall be delivered when available and shall be invoiced in accordance with the applicable pricing and payment terms.

4 — Risk, Title, Inspection & Claims

Risk of loss or damage shall pass to the customer upon dispatch from our premises or upon handover to the carrier, whichever occurs first. Title shall pass in accordance with the agreed payment terms.

The customer must inspect all parts immediately upon receipt and any shortages or damage must be reported in writing to Stuga Machinery Limited within 3 working days of delivery. Failure to do so will mean that the customer shall be deemed to have accepted the goods as delivered.

5 — Obsolete, Special-Order & Non-Returnable Parts

Spare parts designated as obsolete, special order, made to order, custom, and electrical components where the anti-static packaging or tamper-evident seal has been broken are strictly non-returnable and non-refundable unless found to be faulty upon arrival. These orders may not be cancelled, returned, or refunded under any circumstances once ordered, unless expressly agreed in writing.

Obsolete parts may be subject to final-buy conditions, limited availability, extended lead times, or supply on an "as-is" basis. Stuga Machinery Limited is not responsible for delays caused by the permanent unavailability of components from original sub-suppliers.

6 — Cancellations & Returns

No cancellation of an order shall be accepted once processing, allocation, or manufacture has commenced. Returns are accepted only where expressly authorised in writing and may be subject to restocking fees, inspection charges, and re-certification costs.

7 — Limitation of Liability

To the fullest extent permitted by law, Stuga Machinery Limited shall not be liable for any indirect, consequential, or economic loss, including (without limitation) loss of production, loss of profit, loss of business, loss of use, downtime, or engineer waiting time, whether arising in contract, tort, or otherwise.

Stuga Machinery Limited's total liability, if any, shall in all circumstances be limited to the invoiced value of the affected spare part(s) or the original purchase price of the part, whichever is applicable.