

Important Delivery Information

Caple Wine Cabinets



When purchasing a Caple Wine Cabinet, it is essential that the Cabinet will not only fit into the desired position within your house / bar, it also needs to be able to reach that desired location.

Pre-Delivery

Full details, measurements and specifications of each Caple model can be found on our website and the downloadable PDF Caple brochure. When choosing the right Cabinet for you, please ensure that the size and functionality of the preferred model perfectly suits your requirements.

The reason why this is important is because Caple will contact you directly to arrange a suitable delivery date. When the delivery is made, by Caple or an alternative but authorised delivery agent, they will attempt to deliver the unit complete in the outer cardboard packaging (shown on each product page on our website 'packaged dimensions') into the area where the Cabinet is to be situated. Once they have established that it's the correct model that you have ordered, the outer cardboard and polystyrene packaging is removed to ensure no damage has occurred in transit.

Occasionally the situation has arisen, that whilst the unit is still enclosed within the cardboard and polystyrene packaging, it is too large to fit through the customer's door. In this instance, it is possible for the packaging to be removed prior to entering the property, but it is essential that it is known beforehand the unit's measurements (as shown on each product page on our website) mean that the unpackaged unit will then fit through the entrance.

If the cabinet is not being delivered to the ground floor, then please inform us when placing your order. If the cabinet does need to be lifted either up or down stairs / levels, please inform us so we can instruct the delivery company to bring the correct / additional lifting equipment. It is vital that we receive this information before the cabinet is delivered, otherwise they may refuse to deliver your cabinet once they have arrived. If there is a lift available, please make sure the packaged dimensions will fit.

Delivery

The packaging will only be removed if the customer gives permission for this to be done after acknowledging that the unpackaged unit will fit through the door. The reason for this is simple; once the packaging has been removed the unit is deemed as 'delivered'. If however it then transpires that the unit will not gain access to the property, it will need to be returned to Caple for a smaller or alternative model, it will then become subject to a return charge of £60.00 plus vat (£72.00). If the above does happen, it will not affect your two year warranty.

Once the unit is deemed 'delivered' you will not be able to return the Cabinet to Caple for any reason apart from malfunction. Caple will not exchange the unit if you have ordered the incorrect model for your needs, whether it's for size or function. Caple will not collect an incorrectly ordered model and will not take any model back into stock, even if it hasn't been switched on, purely because the outer packaging has been removed. This is because of the logistics in returning a model without any packaging, in case of damage and scratching.

As you can see from the above, it is vitally important you ensure you order the correct unit for your needs, so please do check the measurements of all door frames and entrances where the cabinet would pass / enter.

All of the above is the customer's responsibility; so please contact us as quickly as possible prior to delivery should there be any issues.