

Fraser's Aerospace

185-187 High Road
Chadwell Heath
Romford
Essex RM6 6NR
United Kingdom

Tel: +44 (0)20 8597 8781
Fax: +44 (0)20 8597 8673
Email: contact@alex-fraser.co.uk
Web: www.frasersaerospace.com



FRASERS AEROSPACE - DISCLOSURE POLICY

About Fraser's Aerospace

Fraser's Aerospace is a division of Alexander Fraser & Son Trading Ltd., company registration no. 03876072. We are based in the UK with representative offices in Italy, South Africa and Canada. Our full postal address, telephone and fax numbers, website URL and email address are shown at the top of this page.

Our primary area of business is the import and distribution of Aerospace industry-approved cleaning materials and chemicals, although we also offer a 'sourcing' service, whereby we source and supply any Aerospace related requirements you may have.

We are the exclusive European Distributors for [Nuvite Chemical Compounds](#) (based in New York, USA) and [American Fiber & Finishing](#) (based in North Carolina, USA). We are also the UK Distributors for [Micro-Surface Finishing Products](#) (based in Iowa, USA) and [Nott Company](#) (based in Minnesota, USA). We also have supply deals with a host of other companies in the UK and Europe, who manufacture products and materials used in the Aerospace industry.

The products we stock include cleaning, maintenance and safety products for use in the Aerospace industry, which include a multitude of solutions which to adhere to regulations around the world. Our portfolio includes metal and paint polishes, exterior wet-washing/degreasing and dry-washing products, interior cleaning products (for all interior surfaces, carpets/upholsteries, leather, glass and plexi-glass) as well as specialist application products, details of which can be found on our website. We also stock a variety of cloth and wiping solutions, such as Rymplecloth and Cheesecloth, and a variety of abrasion products (cushioned abrasive cloth rolls, sanding sticks and special liquids for use in acrylic and glass restoration). We also stock buffing machines & consumables and basic safety equipment such as eye-protection, gloves, dust-masks etc.

For more information on our products and services, including a comprehensive list of stock-products, usage guides and technical & safety datasheets, please visit our website.

Your Privacy

Due to the nature of our business it is necessary for us to store certain personally-identifiable information on our customers. This information is stored on our server, which is protected by a state-of-the-art hardware firewall system. The building from which we operate is also secure – access can only be obtained using an intercom system, and the building is locked and alarmed when unoccupied. The information we store comprises of: company name, address, points of contact, telephone/fax numbers and email addresses, as well as details of what the company does and previous order details. With regard to financial information, we do not store any of our customers' bank account details or credit/debit card numbers.

All of the information we store is used for internal administration and marketing purposes only – we do not share information or disclose any details relating to our customers with anyone outside of Fraser's Aerospace. We do occasionally send out marketing letters and emails, but you have the option to opt-out of these if you so wish. If you would like to see a copy of all data stored on you or your company, please contact us by post or email as above. If there are any inaccuracies in the data you receive (or if you notice mistakes on documents sent by post or email) please advise us of the correct details.

Delivery

We use DHL and TNT for the majority of our Domestic and European deliveries. We offer an express service (through DHL) and an economy service (mainland Europe only - through TNT). For large-volume and heavy orders or orders which require a pallet, we use a local freight forwarding company. Delivery charges vary depending on the size, destination and urgency of the consignment. We are happy to provide a shipping quote on request, otherwise this will be quoted at the time you place your order. All shipments arranged by us can be tracked to delivery, either through the providers' website or by contacting us. We will provide you with a tracking number (if applicable) once your goods have shipped.

We are willing to tailor our delivery service to the individual wishes and requirements of our customers. For example, if you would prefer us to ship your order using your own preferred shipping company and have the charges billed to your account, we are happy to arrange that for you. All we will need to do this is the name of the shipper, your account number, the delivery address, a contact name/telephone number, plus an instruction in writing from you authorising that the charges be applied to your account. If you would prefer to arrange your own shipping, you are welcome to do so. We will provide you with the weight and dimensions of the consignment, the collection address, a contact name/phone number and a description of the goods, plus any other information that may be required.

Frasers Aerospace

185-187 High Road
Chadwell Heath
Romford
Essex RM6 6NR
United Kingdom

Tel: +44 (0)20 8597 8781
Fax: +44 (0)20 8597 8673
Email: contact@alex-fraser.co.uk
Web: www.frasersaerospace.com



FRASERS AEROSPACE - DISCLOSURE POLICY

Delivery (Cont'd)

We aim to deliver next-day to all UK mainland customers who place their orders before 2pm, assuming the items ordered are in-stock. Most orders placed by customers based in mainland Europe are also delivered next-day, but this is not a guaranteed service by DHL. For European and UK orders received after 2pm, we aim to deliver within 2 working days, unless you opt for the economy service in which case delivery will take 2-5 days.

For extremely large orders we can arrange a drop-shipment straight from the US manufacturer to the customer if required. We will advise you at the time of your enquiry/order if this is necessary.

The vast majority of our orders are shipped to destinations within Europe. If you are based outside of Europe and would like to know if we can deliver to your country/region, please contact us by phone, fax or email.

Returns

Due to the nature of our products, we cannot accept returns as there is no way to guarantee that contamination has not occurred once the products leave our possession. Any exceptions are solely at the discretion of the Frasers Aerospace management.

If you receive incorrect items, i.e. not the items you ordered, we will despatch the correct items immediately and have our delivery courier collect the incorrect items when delivering the replacements.

If products are damaged in transit you must notify us within 3 working days of receipt. We will despatch replacement goods immediately, but may require you to email pictures to assist us in making a claim against our couriers.

Refunds

Refunds are offered at the discretion of the Frasers Aerospace management unless you have been overcharged for goods or services. In the event that a refund is necessary, we will ask for your instructions. We can refund by cheque (GBP payments only), bank transfer or by returning funds to the credit/debit card used for payment.

Cancellations

You have the right to cancel your order, free of charge, up until such time that your order is despatched. Once your consignment has left our possession you are liable for the full value of your order (as detailed on your purchase order or faxed/emailed instructions). Any exceptions are solely at the discretion of the Frasers Aerospace management. Please see our delivery and returns policies above.

Contact Information

We are happy to help you with any enquiries you may have, including technical/safety questions regarding our products, documentation requests, pricing and availability, updates on the status of your order etc.

You can contact us by:

- Phone (Monday-Thursday 9am-5pm, and Friday 9am-4pm) on +44(0)20 8597 8781.
- Fax (24/7/365) on +44(0)20 8597 8673
- Email (24/7/365) at contact@alex-fraser.co.uk
- Or by post, at the address shown on our page header