

We agree your delivery date upfront. If we miss it, you get credits back — up to 20% of the order value.

No excuses. No fine-print weasel.

Most transformer manufacturers quote a leadtime, then quietly let it slip. We don't. If we agree a delivery schedule with you, we put real money behind it. Here's exactly how it works.

How the credit works

If we deliver...	You receive a credit of...
On time or early	Nothing — you got what we promised, you give us a High five.
1–7 days late	5% of the order value
8–14 days late	10% of the order value
15–21 days late	15% of the order value
22+ days late	20% of the order value (<i>maximum credit</i>)

Credits are applied against the final invoice or refunded if the order is paid in full.

When the clock starts

Your delivery schedule begins the day all four of these are in place:

- 1 Final technical specification signed off
- 2 GA drawings approved in writing
- 3 Deposit cleared in our account
- 4 Site delivery details confirmed

What pauses the clock

The schedule pauses (and resumes when resolved) for things genuinely outside our control:

- Specification or drawing changes requested after sign-off
- Customer-caused delays (access, approvals, payment)
- Sole-source components specified by the customer that face supply delays
- Force majeure — natural disasters, strikes, government action

Why we put money behind the date

Because in this industry, "12 weeks" routinely becomes 22. We've built our process so that doesn't happen — and we're prepared to back it commercially. If you're holding up a project waiting on a transformer, you shouldn't carry that risk alone.