



Swagelok London
Kingley Park, Station Road
Kings Langley, Herts, WD4 8GW

Tel: +44 (0)1923 272000
info@london.swagelok.com
london.swagelok.com

Frequently Asked Questions

What is the email address / telephone number to send enquiries, orders, and general queries to?

info@london.swagelok.com
+44 (0) 1923 272 000

What does 'Stock' mean in the lead time column of a quote?

'Stock' means that we have the goods in our Kings Langley Warehouse, and it is therefore available for next working day delivery (for orders placed before daily order cut off time)

What is the cut off time for orders requiring next day delivery?

3pm Monday to Thursday and 2.30pm on Fridays
2.30pm every day for tubing

Can I pay over the phone?

Yes, we take card payments via telephone. Please call 01923 272 000 and a member of the Customer Services team will process the payment.

Do you deliver at weekends and bank holidays?

No



Do you charge carriage fees?

£18.50 for fittings

3-meter length tubing is £42.50 (sold in 6m increments)

6-meter lengths of tubing POA please contact Customer Services to obtain a quote

How is tubing priced and sold?

For this information, please refer to the shipping type on the quotation and notes on the covering email.

What certification is available on your products and what are the charges?

We can provide the following certification:

2.1 Certificates – Free of Charge

Letter of conformance/COC – Free of charge and automatically included in the delivery note.

3.1 Material Test Tubing certs – Free of Charge

Certificate of Origin – Free of charge for Swagelok items from the manufacturer

3.1 Material Test Certificates - £30.00 per line item (subject to applicability)

Certificate of Origin (signed by the Chamber of Commerce) - £80

If NACE or PMI is required, please contact us.

Can you ship my order outside of the UK?

Swagelok London does not ship or export goods outside the UK. If this is needed, you can arrange a courier to collect from our site when we have provided weights and dimensions.

Can you send my order using my own carrier?

We do not arrange shipments on customers own carrier accounts, but we can provide weights and dimensions for you to send your carrier to us.

Can you tell me the HS Codes/Tariff Codes/Commodity codes for the goods I am ordering or enquiring about?

Yes, please request these when you send your quote or order, and we will supply the details for you.



What are SPL items?

SPL items are goods that are made to order specifically for your request. These items are non-cancellable, non-refundable, and non-returnable once the order is placed.

Can I return any unwanted goods?

Made to order items (marked as SPL on the order confirmation) are non-returnable and non-refundable. Our standard stock items will need approval prior to a return being accepted. Please contact info@london.swagelok.com to request this.

If a return is approved, the items need to be unused and in their original packaging. Returns are subject to a 20% restocking fee. You will be responsible for returning the items to Swagelok London once you have received an authorised returns number.

Can my order be part shipped?

Yes. Our orders are set to ship complete once all the goods are in stock. However, if you would like the goods to ship as they become available, or you would like your order split into a set number of deliveries, please contact us to request this. All deliveries are subject to an additional carriage charge which will be added to the invoice when shipped.

Please advise when you place the order if you would like partial delivery applied.

Can I collect my order?

Yes. Orders can be collected if you advise us prior to placing the order.

What is your collection address and opening times for pre-arranged collections?

Swagelok London
Kingley Park
Station Road
Kings Langley
Hertfordshire
WD4 8GW
+44 (0) 1923 272 000

Collections times are:

Monday to Thursday – 8.30am to 4:00pm

Friday – 9am to 3:00pm



Do you have a trade counter?

We do not have a trade counter, but you can arrange a collection.

What are the opening hours of Swagelok London Customer Service department?

Monday to Thursday: 8am to 5pm

Friday: 8.45am to 4pm

Saturday and Sunday: Closed

Where can I find product pricing information, technical details, CAD templates?

You can find these details and more on our website by registering your details at London Homepage | Swagelok

I have an account/enquiry/quote/order from an alternative Swagelok distributor, can this be processed by Swagelok London?

No, all Swagelok distributors run independently of each other with their own territories, stock availability and pricing.

What payment terms can I have if I set up a new account?

All new customer accounts are set up as payment in advance automatically. If you would like a credit account, please contact info@london.swagelok.com and we will send you a credit account opening form. Our finance team will process this, along with a credit check, and then will advise you of your credit terms with us.

