

# Terms and conditions

## **Application;**

Orders are accepted subject to these conditions only. Any variation in the customers order will be inapplicable unless expressly accepted by us in writing. Our company conditions shall override customer conditions at all times.

## **Site Materials;**

Materials supplied by us remain OUR property until paid for in full and until then may be removed from site or premises by us or our agent at any time. These conditions apply whether the goods are fixed or not and it is an express condition that we are not liable for any subsequent damage due to the removal of fixed materials that have not been paid for in full.

## **Prices;**

Our prices are subject to change without prior notice and no obligation is made by us for customers being in possession of incorrect price lists. In most occasions you will find our prices have actually been reduced in the customers favour.

## **Ordering Articles;**

You may call in to our trade counter, telephone, fax, post or e-mail stating;

- 1; Name, delivery address and telephone number.
- 2; Quote the component code number and quantity required.
- 3; Delivery required.

## **Collecting;**

We pride ourselves on the availability of our range of items as ex stock however it is always advisable to check before hand. This also allows us to process your order and have it available for your collection and save you precious time. Should we not have the articles you require we will always tell you at point of order and do our utmost best to give you an indication as to when they will be available. We will also do our utmost best to obtain them for you as quickly as possible.

## **Credit;**

Credit accounts can be opened once the relevant application forms have been filled in and passed by our credit control department who will inform you within 7 days subject to response to information required. Our account terms are 30 days credit from DATE OF INVOICE and unless special terms have been agreed in writing by us then our terms shall override all others. Failure to adhere to these terms will result in credit facilities being withdrawn without written notice and all future transactions will be carried out by cash or credit card. We reserve the right at our discretion to charge interest of 5% per month compounding on any overdue debt unless other arrangements are agreed. Should we hold credit card information on the customer in debt then we reserve the right to obtain the said sum from the holders card without permission.

## **Without a credit account;**

Payments may be made either by cash, cheque subject to authorisation or credit card. We accept all major credit cards with the exception of American Express. Cheques should be made payable to DC Handrails & Ironwork Parts Ltd.

## **Ownership;**

Goods remain the property of DC Handrails & Ironwork Parts Ltd until they have been paid for in full.

## **Dimensions;**

As our components are not precision items then there is always the risk of a slight variation to given sizes.

## **Copyright;**

NO PHOTOGRAPHS, PICTURES OR IMAGES FROM OUR CATALOGUE MAY BE REPRODUCED WITHOUT OBTAINING WRITTEN CONSENT BY OUR COMPANY MANAGING DIRECTOR. ALL OUR IMAGES ARE SECURITY CODED AND CAN EASILY BE IDENTIFIED.

## **Delivery;**

Local orders are delivered same day or next day by our van. Orders over £50.00 from trade price list are delivered FREE of charge. A £5.00 delivery charge is applied to orders under £50.00 of net value. All discrepancies must be reported to us within 3 days from delivery of goods.

Orders over £100.00 from trade price list are delivered FREE anywhere in the U.K. mainland on a NEXT DAY service. This excludes Scottish Highlands and Isles. A £10.00 charge is made for orders under £100.00 net value. Special offer items are charged at cost in relation to weight. A surcharge of £2.00 is made for orders delivered to a private home address. A re-charge of half the chargeable carriage cost is liable should no one be available at the premises to accept the goods. It is the customers responsibility to check & sign for the correct amount of goods as no claims can be entered into once signed for. No refund is due should our carrier be unable to deliver for whatever reason on the next day unless it is totally our fault whereby we will offer suitable compensation.