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## Legal Document product guarantee/ support/ accountability

### General

For the purpose of the Conditions “the Company” means Snapfast, and “goods” means any material or service supplied by the Company. The ordering of goods from the Company will be considered to be an acceptance of the Conditions and where any condition conflicts with that of a customer’s Conditions of Purchase, the Company’s Conditions shall apply.

### Credit Accounts

Prospective customers wishing to open a credit account should complete a Credit Account Application form. Until an account has been confirmed by the Company in writing, goods will only be supplied on a pro forma basis.

### Shipping & Delivery

Choice of Courier shall be at the discretion of the Company. A charge will be made to cover carriage on orders which will vary depending on weight Geographic location and delivery service chosen by the customer. Delivery dates are quoted in good faith but shall not amount to any contractual obligation to adhere to such dates. No liability for direct or consequential loss arising from any delay will be accepted.

### Damage, Loss in Transit Shortages Returns & Replacements

The Company will, when the quoted price includes delivery, repair or replace free of charge goods damaged in transit, provided that the carriers and the Company receive written notice of such damage within two days of delivery.

Goods should be checked, with the Delivery Note enclosed with the goods upon receipt and if received damaged or unsatisfactory condition must be signed for as such.

Shortages must also be notified to the Company within two days of delivery, failing which no liability will be accepted.

Non-delivery of goods must be reported in writing to the Company within two days of receipt of invoice or advice of despatch, whichever is the earlier.

Goods correctly supplied may not be returned without written agreement. Goods so returned must be consigned carriage paid and be accompanied by full details stating the invoice number and date together with the reason for return.

Any article that has been supplied with special requirements cannot be accepted for return under any circumstances and in other instances a re-stocking charge will impose. All products supplied by the Company come with full warranty or guarantee which is in turn passed on the customer upon sale.

## Ordering

We do not charge for any item until it is ready to ship. Backordered items are not charged until they are shipped.

When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

## Quotations and Pricing

All quotations are made at current prices, but are subject to alteration without notice and goods will be charged at prices and discounts ruling at the date of despatch. The price and discount quoted will be applicable only to the quantity specified on the customer's enquiry.

Any delivery times quoted are advisory only and may be subject to alteration dependant on supplier's delivery to the Company. The Company cannot accept responsibility for any loss suffered by the customer in respect of delay or price increase beyond the Company's control.

Where no period is stated in the Company's quotation. The contents will be valid for 28 days.

All accounts are payable on or before the last day of the month following the date of invoice. The Company reserves the right to withhold supplies to any overdue account, and to charge interest on any amount not settled by the due date.

Where applicable Value Added Tax will be charged at the rate ruling at the date of despatch. Quotations are made exclusive of VAT but VAT may be shown as a separate item.

## Force Majeure, Errors and Omissions

The Company shall not be liable for its failure to perform any contract if such failure arises from any of the following: War, Civil disturbance, Fire, Strikes, Lock-Out, Flood and Parliamentary Status or other rules issued by any Government Department and any other causes similarly beyond the Company's control. The company reserves the right to amend any accidental error and omission without liability.

Proprietors: A & A Richardson