



## TERMS & CONDITIONS

### 1. WARRANTY

The Seller provides 12 months parts warranty on all Machines and spare parts have a 3 month warranty from the invoice date.

The Buyer agrees to be responsible for all labour costs of any installation and on – site warranty work that has to be carried out by your appointed engineer.

The warranty excludes parts expendable through general wear and tear or subject to chemical attack. No product deemed to have been lost, subject to neglect, misuse and abuse will be credited under warranty.

In the case of an integral part of a main component being faulty, only the integral part will be replaced.

It is the express responsibility of the customer to return goods under warranty claim.

### 2. ORDERS

Orders are accepted only upon and subject to these Terms and Conditions.

Unless expressly accepted by the Seller in writing any qualifications to the conditions appearing in the Buyers order or otherwise will be treated as inapplicable and not binding on the Seller in any way whatsoever.

### 3. DELIVERY

Every reasonable endeavour will be made to ensure that deliveries arrive on time, no liability will be accepted by the Seller for any loss or damage caused by delay in delivery however caused. Please ensure someone will be at the receiving end to take delivery.

Further charges will be incurred by the Buyer for each re-delivery attempt and for returned consignments to the Seller.

Orders received before 2pm will normally be shipped by overnight courier for delivery next business day (this is not a guaranteed service) subject to availability of stock.

Alternatively the Buyer is welcome to arrange their own collection.

### 4. CANCELLATION OF ORDERS AND GOODS ORDERED IN ERROR

You have the right to cancel or amend your order before despatch.

Goods that have been despatched prior to notification of a cancellation will incur a restocking fee of 20%. Goods must be returned unused, in the original packaging and in re-saleable condition for a credit to be issued.

**Specially ordered items cannot be cancelled or returned under any circumstances, (since penalties are imposed on us by our supplier which will be passed on to you).**

### 5. DISCREPANCIES

Any delivery discrepancy must be notified to the Seller within 48 hours of receipt of goods.

Goods delivered damaged should not be signed for, noted as damaged on the consignment and the Seller notified within 24 hours.

Please retain all damaged goods and packaging.

**Claims for damaged goods signed for with a 'clean signature' will not be accepted under any circumstances.**

Invoice queries must be notified within 14 days of invoice.

### 6. PRICES

The price quoted at the time of the order is the correct price. Catalogues and other promotional material produced by the Seller are correct at time of preparation but may be amended from time to time without notice.

Quotations are normally held for 30 days but may be amended by major price changes passed on by the Seller's suppliers. All prices exclude delivery charges where applicable. All prices are subject to VAT.

### 7. RETURNS

Before returning faulty, damaged or other goods for credit, please request our consent. Then please use the Goods returns note supplied to you. It must be stated at the time of ordering if it is a replacement for parts under warranty. Under no circumstances can the Seller accept a claim for faulty goods where the goods are not available for inspection.

**Goods must be returned within 7 days, with the required completed form and authorised returns number** for a credit to be issued.

Claims in respect of alleged faulty goods shall not be a ground for withholding payment of accounts and shall not give the customer any right of set off against payment due to the Seller.

### 8. PAYMENT

The Buyer agrees to make payment within the Sellers credit terms. Payments are accepted by BACS, cheque and all major credit or debit cards (excluding American Express). Any dishonoured cheques will incur a charge of £15 on each representation. Should the Buyer fail to settle invoices within credit terms, the Seller may suspend or cancel any further deliveries and charge interest on overdue accounts at 5% above the National Westminster Banks' rate.

### 9. SPECIFICATIONS AND INFORMATION

In the interest of continued product development, the manufacturer and Seller reserve the right to change, modify or substitute any of the specifications of machines and parts without notice. We will endeavour to supply as much product data as is possible but because of so many variables, Beldex Ltd and Beldex.co.uk is unable to assess the viability or suitability of every possible application of goods or services. It is the Buyers responsibility to ensure that the goods ordered are fit for the purpose they intend to use them.

**Beldex Ltd reserves the right to withdraw its service at any time, to refuse the service to any customer and to amend these Conditions of Sale at any time without notice.**

**Sherwood**  
PROFESSIONAL GLASS AND DISHWASHING SYSTEMS

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