



ARROWEDGE LTD  
Units 7-8A The Concept Centre  
Innovation Close  
Poole BH12 4QT

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## TERMS AND CONDITIONS

1. **Arrowedge Ltd** (here after called the company) reserves the right to amend any prices without prior notice. All prices are subject to VAT where applicable. Errors and omissions excepted
2. All goods are subject to availability and the company reserves right to limit quantities
3. **Payment Terms** - COD or prepayment are the only acceptable terms for payment on new accounts, or where registered accounts that have been dormant for more than 4 months, or where accounts are not deemed credit worthy. Where accounts have been approved for credit - payments are due 30 days net from invoice date, unless otherwise agreed by the company
4. All cheques are payable to Arrowedge Ltd
5. **Ownership** - All goods remain the property of the company until paid in full. Until such payment is received, the quality of those goods shall be maintained by the customer. We reserve the right to charge interest on overdue accounts at a rate of 2% on outstanding invoices per month to right of recovery. Further goods will not be supplied until such time when all overdue payments are cleared.
6. **Non Delivery** - All effort will be made to supply orders promptly. A signature will be required at the time of delivery. Non delivery of goods must be notified within 3 days of dispatch or invoice date. The company will not accept responsibility for suspension or delay in deliveries nor the consequences thereof once the goods have left our premises by any of our nominated carriers.
7. **Returns/Claims** - all claims must be immediately reported to the company by phone and confirmed in writing within 3 days of delivery and returned back within 5 days of company authorisation. Goods must be returned back in the original packaging and condition. Refrigerated products will not be accepted back for credit or replacement unless it is a packing/picking error. For credits to be issued the company must be informed of the box no. the error has occurred in.
8. **Goods will only be accepted back for return for the following reasons.**
  - a) Goods or packing are faulty or damaged
  - b) Response to a product or batch recall by manufacturer
  - c) To correct an error on delivery
9. **Return of zero/discounted lines** - the company will not be able to accept for credit any zero/discounted line (as per MCA instruction) returned from customers marked "ordered in error". However we will credit items relating to manufacturers product recall.
10. All orders are accepted by the company, subject to the above conditions of sale. The company reserves the right to refuse any order.
11. I/We have read and agree to the above Terms & Conditions

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_