

TERMS AND GENERAL CONDITIONS OF SALE

ORDERS. Only written orders received via fax, post or email will be accepted. Minimum order value € 250. Minimum invoice value € 30

PRICE AND QUANTITIES. The minimum/pack quantities and the selling price are set out in our official price list. They are available free of charge on our website. Prices may be subject to variation at any time during the year. Prices on the website are maintained in real time.

PAYMENT: payment terms are as agreed by our commercial department. For orders involving galvanic treatment, we may require payment in advance.

TERMS: Prices are “ex-works”. Goods held in stock are RAW. Galvanic treatment is only carried out upon receipt of written instructions from the customer.

COMPLAINTS. Complaints will only be considered if submitted within 10 days of receipt of goods. The nature of the raw materials and manufacturing and galvanic processes used in our production, do not allow us to guarantee 100% repeatability of finish or colour. In cases where customers order incorrect finishes, we will charge 100% of the cost of galvanic treatment and 25% of the raw goods. Customised goods ordered in error will be charged in full.

CATALOGUES¹: All our catalogues are available to download without charge from our website. Printed catalogues, if available are chargeable. See note.

SAMPLING²: Samples may be ordered through our sales office and are considered chargeable items.

NB

Note ¹ hard copies cost € 5 - USB stick costs € 25 – Complete catalogue set € 40 + the cost of shipping.

Note ² We now accept orders for samples with galvanic treatment: € 5 for up to 6 pcs. Galvanic colour card € 20 + shipping.

The above sets out our basic terms and conditions which may be altered at the discretion of our commercial department.