

# TERMS OF BUSINESS AND CONDITIONS OF SALE

ALL ORDERS ACCEPTED BY WILTSGROVE ARE SUBJECT TO AND IN ACCORDANCE WITH THE FOLLOWING TERMS AND CONDITIONS OF SALE. BY PLACING AN ORDER THE BUYER WILL BE DEEMED TO HAVE ACKNOWLEDGED AND ACCEPTED THE SAID TERMS AND CONDITIONS AND WILL BE BOUND BY THEM.

## CREDIT ACCOUNTS

A buyer wishing to open an account must first complete the enclosed credit account application. Wiltsgrove Ltd. reserves the right to refuse credit or discontinue credit facilities at any time. Account facilities are for spares customers only and cannot be used for the purchase of finished Brown Goods such as Televisions unless agreed in writing. All payments are due nett monthly. Wiltsgrove Ltd. reserves the right to charge interest at the current rate on any outstanding invoices. All goods delivered remain the property of Wiltsgrove Ltd. until full payment has been received.

## PRICES

All prices quoted are nett trade and exclude value added tax which will be charged at the applicable rate at time of invoicing. Prices quoted in the catalogue are current at the time of printing. Whilst every effort will be made to maintain the prices quoted in the catalogue Wiltsgrove Ltd. reserves the right to change any price without prior notice.

## ORDERING

Wiltsgrove Ltd. reserves the right to refuse any order at any time. To assist prompt dispatch please use order codes where possible. No order may be cancelled without the previous written agreement of Wiltsgrove Ltd. Any electronic components supplied are on the understanding that they are to be fitted by a qualified engineer. Wiltsgrove Ltd. under no circumstances will be liable for loss, damage or injury caused by the supply of any type of spares.

## OWNERSHIP

The ownership and title of all goods remains with Wiltsgrove Ltd. until payment has been received in full, and the buyer shall store these goods so that they are readily identifiable as belonging to Wiltsgrove Ltd. If the goods are resold, Wiltsgrove Ltd. is entitled to the proceeds of the resale. In the event of insolvency, Wiltsgrove Ltd. reserve the right to issue legal proceedings for the return of any unpaid goods wherever they may be situated.

## GUARANTEE / RETURNS

The guarantees on products vary in duration please check when ordering. The guarantee is void and no responsibility is accepted for goods which have suffered or have been subjected to undue wear and tear misuse or have been neglected. Under no circumstances will Wiltsgrove Ltd. be liable for loss or damage caused by or arising from goods supplied. Wiltsgrove Ltd. is under no obligation to replace or refund on semiconductors unless we have had sufficient evidence to suggest a faulty batch. Video heads will only be replaced if found to be faulty. Video heads with damaged tips will not be replaced and video heads used on time lapse vcrs are not guaranteed. Any LOPTs or Video heads returned will be examined in our workshop and they will only be replaced if they are found to be faulty. Where goods are found to be faulty Wiltsgrove Ltd. reserves the right to replace, repair or refund. All goods must be returned with original packing accompanied by a Wiltsgrove Ltd. returns note number (available from the sales office ) and a document in writing stating the date of purchase invoice number and reason for return. All goods incorrectly ordered or no longer required are subject to a restocking fee representing **30%** of the value of the goods. Non stocked parts ordered especially for a customer may not be returned to Wiltsgrove under any circumstances.

## DELIVERY

Most spares orders over £25.00 excluding V.A.T. will be dispatched free of charge. We will endeavor to meet delivery requirements but will not be liable for late delivery.

## DAMAGE / SHORT DELIVERY / NON-DELIVERY

Claims for damaged or short delivered goods must be notified in writing within three working days from the date of despatch. In the case of non-delivery notice must be given in writing within five days of ordering the goods.

## TECHNICAL ADVICE

The Company under no circumstances will be liable for loss or damage caused by arising from technical advice or goods supplied.

## EXPORT BUSINESS

Separate conditions of sale exist.