

**STANDARD TERMS AND CONDITIONS  
FOR SUPPLY OF GOODS AND SERVICES**

**OF**

**PREMIER ENVIRONMENTAL LTD**

1. All goods supplied remain the property of Premier Ltd until paid for in full and title will not pass until paid for in full.
2. Premier accept no responsibility for incorrectly ordered items.
3. Estimated delivery times will be provided at the time of the order and every effort is made to adhere to the estimates, but no liability will be accepted for late deliveries, howsoever caused.
4. Orders for made to measure items are non - returnable / refundable unless prior agreement is arranged in writing or e-mail from Premier Ltd. We will endeavor to assist in the measurements required but will not be held responsible for the final measurements supplied to us. Any customers unauthorised return of items will still be liable for the full cost and carriage of the goods. Any authorised returns will be charged at £25.00 + vat for collection and it is the customers responsibility to package the goods. All returned goods must be fit for re-sale with no damages to the packaging and un-opened. Any returned damaged goods will be charged at the full price. Any agreed returns, due to manufacturing faults, must be returned to Premier within 10 working days as no liability will be accepted after this period. All goods must be checked on delivery and faults reported within 24 hours of delivery. If goods are returned, due to manufacturing faults, and no faults exist on return of the goods then the full cost of the goods plus our time in dealing with the matter will be charged. If we return the goods then a charge will be made for inspecting the goods, re-packing and re-delivery of the goods.
5. All made to measure items will be manufactured to the provided measurements whether verbal, faxed or e-mailed and it is the customers responsibility to amend any sizes when the order is repeated back to you at the time of purchase. No liability will be accepted for wrongly ordered items due to incorrect dimensions being given. The provided measurements are to be the finished sizes of the required product, in millimetres, and no adjustments will be made by Premier Ltd.
6. All sale agreements, whether verbal, faxed or e-mailed, shall be deemed to have been made at Premiers head office address.
7. Deliveries will be made by courier which need to be signed for proof of delivery, smaller items may be delivered by Royal Mail if requested. No liability will be accepted for non delivery by Royal Mail.
8. An administration charge will be made on any cancelled orders if the order has not been manufactured. If the order has been manufactured then the full cost of the goods will be due. A handling charge of 10% or a minimum of £10.00 is charged on all returned goods plus the initial delivery cost and a 2.5% charge on re-imbursing any credit/debit cards as charged by the card handler.
9. Interest charges may be applied to any account overdue by 30 days or more at 2% above base rate. Other charges will apply if action needs to be taken to recover any debts.

10. Any damaged goods need to be reported to us within 24 hours of delivery otherwise liability will not be accepted as the couriers will not accept claims against them after this time period.
11. Any shortages should be reported within 24 hours of delivery and any missing components within 4 days from date of delivery. Any wrongly sized items must be reported within 7 days of delivery as liability will not be accepted after this time.
12. If the fly screen mesh is damaged in transit then replacement mesh will be provided for repair. Premier will not accept return of the goods for refund or repair. This is due to the fragile nature of the goods.
13. If the screens are supplied for self installation then it is the customers responsibility to ensure that;
  - a) The goods are correctly sized before installing
  - b) The person(s) installing the screens are competent in executing the work, as,Premier Ltd will not be liable for any damage caused to any screens by poor workmanship, damage or injury caused to persons by incorrectly installed screens or any financial loss/cost due to screens being self installed.
14. To enable Premier Ltd to perform under it's obligations the Customer shall;
  - co-operate with Premier Ltd
  - provide Premier Ltd with any information reasonably required
  - comply with any reasonable requirements, as may be requested, to resolve any disputes
  - comply with all the time scales for the return or reporting of disputed delivered goods
15. These terms and conditions form part of any purchase made from Premier Environmental Ltd
16. The Customer shall be deemed to have accepted the Terms and Conditions by placing an order with Premier Environmental Ltd.