

THESE TERMS AND CONDITIONS APPLY TO THE CONTRACT BETWEEN US FOR THE SUPPLY OF GOODS ORDERED BY YOU BUT DO NOT AFFECT ANY STATUTORY RIGHTS YOU MAY HAVE

Unless otherwise agreed all sales made by Streamline Direct Uk Ltd are made on these conditions of sale. No variation of these conditions of sale or any terms supplied with any order form or other document provided by you will be binding on Streamline Direct Uk Ltd unless confirmed in writing by a Director of Streamline Direct Uk Ltd. All goods are subject to availability. As a result of continuing product development the specification or design of goods may vary from that shown. You are responsible for deciding on the suitability of goods offered for any particular purpose and for the consequences arising for any work we undertake on the goods at your request.

1. Prices & Payment - All prices in our leaflets and website are in pounds sterling and were correct when published and given in good faith and are subject to VAT at the current rate. Streamline Direct Uk Ltd reserves the right to change the advertised price before you place an order. Unless otherwise agreed payment is required prior to delivery of the goods. Where Streamline Direct Uk Ltd agrees to issue an invoice you must pay the invoice within 10 days of the invoice date. For so long as any amount to be paid for goods remains owing to Streamline Direct Uk Ltd, title of goods will remain with Streamline Direct Uk Ltd and will not pass to you until Streamline Direct Uk Ltd has received full payment including any interest due. Streamline Direct Uk Ltd may charge interest at 4% above the base rate from time to time of Barclays Bank Plc on any amount not received by the due date until such amount is received, both before and after judgment.

Payment Methods

- Bank Transfer (Preferred Method)
- **Cheque Please make all cheques payable to: Streamline Direct Uk Ltd**
- **PayPal**
- **Credit Card**

2. Delivery - Goods held in stock are usually delivered within 3 - 5 working days on the UK mainland, although bulky or fragile items may take longer. Risk of loss or damage to goods shall pass to you upon delivery. Claims for damage to goods must be noted at the time of delivery and notified to Streamline Direct Uk Ltd in writing (email or fax) within 24 hours of delivery to you. Claims for non-delivery of goods must be notified to Streamline Direct Uk Ltd in writing within 24 hours of the due delivery date. Goods returned will be accepted entirely at Streamline Direct Uk Ltd's discretion, within 7 days of delivery to you providing that they are unused, in perfect condition and in their original packing. Carriage will be charged on all returns. You must email us at sales@streamlinedirectuk.com to obtain authorisation to return goods. Any goods returned to Streamline Direct Uk Ltd without authorisation or not in the condition set out above will be rejected and returned to you at your cost. Streamline Direct Uk Ltd reserve the right to charge an administration / Re Stocking charge on all returns of 25% of value. Where goods are specially ordered for you, Streamline Direct Uk Ltd will only accept return of the goods if they are defective and returned within 2 days of delivery by you.

3. Guarantee & Liability - Goods supplied by Streamline Direct Uk Ltd are guaranteed for 1 year if not stated with the goods. The warranty applies to UK mainland only. If any product proves defective within 1 year of purchase we will :-

Full Warranty, Parts and Labour. Will provide for replacing, and fitting free of charge, within the guarantee period, parts that become defective.

Parts Warranty and return to workshop. Will provide for replacing, free of charge, within the guarantee period parts that are defective, upon return of the defective parts. Transport costs and fitting costs are the responsibility of the purchaser.

The Warranty does not cover:-

- a) Brushes.
- b) Damage due to normal wear and deterioration of the equipment and its accessories.
- c) Damage due to incorrect installation or insufficient or poor maintenance.
- d) Equipment modified by the purchaser.
- e) Damage caused by using the equipment for any purpose other than that it was designed for.

Our warranty does not apply to wear and tear, or if a product has been damaged or misused. Machines returned for repair in warranty where it is found that the machine has been abused or has not been used as the machine was designed for will be charged for. This also applies where a machine has not been properly maintained including cleaning where applicable. Streamline Direct Uk Ltd accepts no liability of whatever nature arising from as a result of any representations, breach of contracts, and late delivery of product, negligence or otherwise including but not limited to any liability for indirect or consequential loss, or loss of profits, revenue, business or goodwill except for liability of death or personal injury caused by Streamline Direct Uk Ltd negligence. All conditions, warranties, guarantees and representations, express or implied, by statute, common law or otherwise in relation to the goods (other than the liability which Streamline Direct Uk Ltd is not permitted by law to exclude or restrict) are hereby excluded.

Service/Warranty Call Request

Non-Warranty and Charging:

- Warranty work will only be undertaken on completion of the required paperwork
- You will be charged a standard call-out and labour charge plus any parts required for all out of warranty work
- Service calls that are completed and found to be not covered by the warranty will be chargeable.
- Non-Warranty charges may vary depending upon the service agent used.
- By placing the warranty service call the originator confirms acceptance of the terms and conditions of the warranty and understands that payment will be required under our normal trading terms.

4. Status – Streamline Direct Uk Ltd may at its absolute discretion decline to accept orders or to offer credit terms. Placing an order with Streamline Direct Uk Ltd is taken as authorising us to approach a credit agency on the details given. All errors and omissions excepted. All trademarks acknowledged.

DISCLAIMER

Use of this website

Accuracy of information

Streamline Direct Uk Ltd use their best endeavors to ensure that the information contained in their website is accurate and not misleading. Accordingly the Company retains the right, without obligation, to amend or delete product information without notice.

Our liability

In so far as it is possible by applicable law the Company expressly excludes liability for any claims, loss, demands or damages of any kind whatsoever, with respect to use of this website or any misleading information or omissions it may contain, including without limitation, direct, indirect, incidental or consequential loss or damages, whether arising from loss of revenue, loss of data, loss of profits or otherwise. If you are a consumer your Statutory Rights, if any, are not affected. Nothing in this clause is intended to exclude liability for death or personal injury arising from the negligence of the Company or its employees or agents.

Customer use

All information provided on this website is intended to be used only by the customer. The Company does not authorise the use of such information for any purpose other than your use as immediate consumer, and prohibits to the maximum extent allowable the resale, redistribution, and use of this information for commercial purposes.

Copyright

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UK WEEE Regulations (s12006/3289 Waste Electrical and Electronic Equipment Regulations 2006 as modified by any subsequent legislation).

Streamline Direct Uk Ltd sells its products with either the customer taking on the WEEE responsibility or Streamline Direct Uk ltd retaining the responsibility on payment of an additional fee (the amount prevailing at the time of order). In either case the customer must make clear in writing on placement of order which of these options they require.

The customer must agree to disclose this agreement to any subsequent purchaser of the equipment as required by law.

General

This Disclaimer should be read in conjunction with the Terms and Conditions of Sale which appear on this website. You are a consumer under this Disclaimer and our Terms and Conditions of Sale if you are buying products for your private use and not in the course or for the purpose of any trade or business.