

WILLOW VALE ELECTRONICS LTD

TRADING TERMS AND CONDITIONS

01/01/97

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PRICES

Prices charged are those ruling at time of invoice/despatch. Prices quoted in price lists, guides, catalogues or service manuals were current at the time of printing only, and are subject to change by manufacturers/suppliers, without prior notice to us. Prices are excluding VAT which is chargeable at the current rate. All prices quoted are trade, unless otherwise stated.

DELIVERY

1st class letter post or Securicor 'B' (next day within 250 miles of despatch point).

SECURICOR SERVICES

'Omega 12' "A" Service (next day before noon) is available at an extra charge of £5.50 plus VAT. (Saturday delivery £15.00).

'Omega 10' DIAMOND Service (Before 10.00 am, £15.00). Only for England/Wales and mainland Scotland south of and including Edinburgh and Glasgow.

Northern Ireland by AIR (£16.00), by SURFACE (£6.50)

Isle of Man and Scottish Isles (£11.50) Non-delivery must be notified to Willow Vale within 7 working days from order date, otherwise no claims will be entertained. Goods damaged in transit should be reported immediately, and held by yourselves for examination, if so instructed.

SMALL ORDER HANDLING CHARGES

Orders under	£10.00 nett.	£3.95 + VAT
	£20.00	£2.45 + VAT
	£30.00	£2.00 + VAT

Orders over	£30.00	Delivery free (except special delivery)
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ITEMS DAMAGED IN TRANSIT

Willow Vale Electronics Ltd. and the carrier concerned must be notified immediately on receipt of a damaged parcel. Arrangements for the return of such goods shall not be put in hand until the damaged items have been inspected by the carrier, Willow Vale Electronics, their agents or servants. Damaged items should remain in the safe keeping of the dealer, until authority to return has been given.

SHORTAGES

Claims for shortages must be made within 48 hours of delivery, otherwise no claim will be entertained.

RETURNS

NO RETURNS ARE PERMITTED WITHOUT PRIOR AUTHORISATION.

(See Manufacturers Guarantees Clause)

Units returned for credit after an exchange unit has been supplied will be subject to a credit reduction of £5 on the price difference. Items returned as incorrectly ordered or no longer required may only be returned, subject to prior authorisation and at your own expense. The product must be returned in the original undamaged packaging, and are

subject to a handling charge of up to 50% of the invoiced value. Soiled items or packaging will not be accepted. Items returned as "wrong part" will not be accepted. Service manuals and parts listings are available, and should be purchased in order that parts are identified and ordered by the correct part number or order code.

CREDIT FACILITIES

The granting of credit facilities is a privilege, not a right, and if abused will lead to suspension or termination of the facility. Willow Vale Electronics Ltd reserve the right to suspend credit facilities at any time, and without prior notice.

PAYMENTS

All payments should be made to the head office address listed below, within the specified period :-

'14 DAY' Account	Within 14 days of invoice date.
'Monthly' Account	By the 20th of month following invoice date.

OWNERSHIP

The ownership and title to our goods is only transferred to the purchaser at such time as payment has been made in full to Willow Vale Electronics Ltd., no matter on what grounds payment may be with-held, or not made. In the event of bankruptcy, insolvency or winding up proceedings, Willow Vale Electronics Ltd. will exercise its legal rights under claims for reservation for the return of our goods, no matter as to their whereabouts.

MANUFACTURERS GUARANTEES:-

Help us to help you resolve problems quickly .Branded finished goods are subject to individual manufacturers warranties, and claims under warranty should follow the manufacturers claims procedures.Spare parts which prove to be faulty within the manufacturers warranty period should be returned direct to our Warranty Returns Dept. (address below) after an authorisation number has been issued, together with a fully completed returns note stating date of purchase, invoice number and reason for return. Parts returned without this information will not be processed.

SPECIAL CONDITIONS

In the event of any inconsistency between the foregoing and conditions stated in customer purchase orders, the former shall prevail.

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HEAD OFFICE for PAYMENTS

Willow Vale Electronics Ltd.,
11 Arkwright Road,
Reading,
Berkshire. RG2 0LU

RETURNS DEPARTMENT:

Willow Vale Electronics Ltd.,
(Returns Department)
Attention Mr R. Soden

**11 Arkwright Road,
Reading ,
Berkshire RG2 0LU
Telephone No. 0118 975 3191**