

21 Day - No Quibble Guarantee Returns Policy



NON-FAULTY PRODUCTS

Products will be accepted for credit only providing:

- The items are returned within 21 calendar days of invoice
- The items remain unused
- No items or parts have been installed
- The original invoice number is required with all returns
- All items are complete with all attachments & accessories
- Products and their packaging is in original & pristine condition
- All original instructions are present
- The items were not special order or bespoke (ie engraving)
- Any seal if fitted is unbroken



SPECIAL ORDER & BESPOKE ITEMS

Definitions of Special Orders & Bespoke Items

- If the items are not detailed in the Advanced Access catalogue or any additional literature printed by us
- It is not normally stocked by Advanced Access & was specially sourced at the customers request
- It is a bespoke product manufactured specifically to a customers requirements ie stainless steel panels
- It has been modified with a company logo, specific engraving or cutouts etc
- Includes cards/fobs encoded to customers site details

Authorisation of Special Orders

- Customers will be advised that a product is special order and a written authorisation is required in addition to normal order numbers etc
- If a verbal order is placed for special orders, Advanced Access will require written confirmation that the customer accepts our T&C's regarding special orders
- Once an order is placed customers are liable for all costs and associated charges if the order is cancelled prior to delivery
- Advanced Access is not liable to accept any charges resulting from orders cancelled by customers
- Customers paying for special order items with cash or cheque must pay 100% when ordering. Cleared funds from cheques are required before further action is taken with suppliers

Invoicing of Special Orders

- Invoices will be raised the day of despatch to the customer from Advanced Access or the manufacturer, or within 24 hours of an order being cancelled

Return of Special Orders & Bespoke Items

- Faulty goods in this category are all that can be returned, no other reason is acceptable
- Items will be returned to manufacturers for further action
- Under no circumstances will special order or bespoke items be credited or exchanged
- Special order & bespoke items are not covered by our 21 day No Quibble Returns Policy



OUT OF BOX FAILURE

- They are returned in original packaging
 - There is no further damage to the product than that caused by the fault
 - The Items are returned complete with all accessories, instructions & leads etc
 - The original invoice number is required
 - A full fault description must accompany the returned item.
 - A returns number has been issued by our technical department and must accompany the returned item
- Advanced Access will forward the products directly to the manufacturer for repair or replacement under the manufacturers warranty term

FAULTY PRODUCTS

In Warranty Repairs

- All items must be accompanied by a detailed fault description
- A returns number issued by our technical support team and the original invoice number must accompany the goods
- Advanced Access will offer no exchanges or credits unless specified in that particular manufacturers warranty terms
- Details of manufacturers terms are available via the customer services team
- Warranty periods start from the invoice date



FAULTY PRODUCTS

Out of Warranty Repairs

- All charges made by the manufacturer will be paid by the customer inc cost of repair, delivery & handling charge
- This may include an inspection charge
- Prior to any repairs, customers will be informed of any charges. If after a 5 day period there is no response to proceed, goods will be returned to the customer and a £40 minimum charge issued
- An order number is required to commit to any repairs and their charges



ANTICIPATED REPAIR TIMES

- Advanced Access will always endeavour to ensure any item is processed and resolved within 21 days of receipt of the goods. However where faulty goods are returned to manufacturers this can vary due to their policy & spares availability etc. Advanced Access can in no way be held accountable through the actions of a third party.



21 Day, No Quibble Guarantee - In Simple Terms

Less than 21 days from order



In Warranty



Product & Packaging in Good Order



No Bespoke Items





ADVANCED ACCESS LTD

RETURNS PROCEDURE

- ✓ Always speak to our Technical Support Department before returning any goods.
- ✓ Returns numbers must be issued before any goods can be returned.
- ✓ Only goods with a valid returns number included with the returns paperwork will be accepted back by us.
- ✓ Where goods are returned for credit they must be returned in the original packaging, please do not mark in any way this packaging, & be complete, i.e with fixing kits, installation instructions etc. Please refer to our 21 day no quibble returns policy.

HOW TO RETURN YOUR PRODUCT

- ✓ Contact our returns department on 01604 496681 for a returns authorisation number.
- ✓ An RMA form will be faxed which must be completed with the product serial number, invoice details and a brief description of the fault.
- ✓ In the case of an advanced replacement we will fax a form which must be completed and sent back asap before the RMA fax is issued.
- ✓ Package the goods in the original packaging, and place in an outer package, to keep the original clean and free from damage, enclosing a copy of the RMA document.
- ✓ The goods should be returned to Advanced Access Ltd, Unit 1B, Spinney View, Stone Circle Road, Round Spinney, Northampton, NN3 8RF.
- ✓ When returning the goods it is always advisable to use either registered post or a recognised courier.





ADVANCED ACCESS LTD

TERMS AND CONDITIONS OF TRADING



TRADING CONTRACT WITH ADVANCED ACCESS LTD

Orders are only accepted subject to the Trading Contract of Advanced Access Ltd hereinafter called the "Supplier"; as detailed below. Purchasers of Supplier goods will on accepting delivery be deemed to have agreed that any printed conditions on their orders or other documents shall only be binding where they are not at variance with these terms and conditions. Any buyer who objects to these terms below must, prior to delivery of goods, inform the Supplier of the objections in writing whereupon the order shall be deemed to be cancelled unless any proposed variation is accepted in writing by a Director of the Supplier.

1. PRICES - Prices charged will, unless otherwise specified, be those ruling at the date of order acceptance. Quantity rates will apply only to each individual order and each delivery. Orders and deliveries may not be aggregated to obtain quantity rates. Prices quoted are exclusive of Value Added Tax. All prices quoted and charged are subject to payment being made within these terms and in the event of payment being overdue by 60 days or more then such prices are liable to recalculation at the Supplier's retail prices ruling in its price list current at the end of 60 days.

2. ORDERS - All orders shall be subject to the Purchasers credit worthiness as determined by the Supplier. From time to time, upon request by the Supplier the Purchaser shall furnish the Supplier with such financial information requested by the Supplier as will enable the Supplier to evaluate the Purchasers financial status.

The Supplier may at its sole discretion limit, modify or cancel the credit of the Purchaser both as to time and amount, and the Supplier shall have the right to cancel any orders placed by the Purchaser or refuse or delay shipment if the Purchaser shall fail to meet payment schedules or other credit financial requirements established by the Supplier from time to time. Such cancellation, refusal or delay shall not constitute termination or breach of any order, contract or agreement by the Supplier.

3. SHIPMENT - Shipment will only be made by the method of the Supplier's choice unless otherwise agreed and be made only to any of the Purchaser's permanent business addresses. Every effort will be made to effect delivery on the dates or to any programme of dates agreed but no guarantee of delivery dates can be given and time is not of the essence of the contract for delivery. Failure in any one delivery shall not invalidate the contract as to the remaining deliveries, if any.

4. PAYMENTS - 4.1. The time within which the Buyer is to pay for the goods shall be of the essence of this contract and in the event that the Buyer shall fail to make payment by the due date all sums due to the Seller from the Buyer under this or any other contract for the supply of goods shall forthwith become due and payable to the Seller.

4.2. All accounts are payable on demand. In the absence of demand payment in full for the goods supplied shall be made by the Buyer to the Seller on or before the last day of the month next succeeding the month in which the Seller's invoice is dated. In the event of payment being made by cheque such payment shall not be deemed to have been made until such cheque be honoured.

4.3. The Seller shall be entitled to charge interest at the rate of 8 % over Bank base rate per annum, pro rata upon all overdue balances.

4.4. The Seller shall be entitled to charge interest at the rate of 8 % over Bank base rate per annum, pro rata upon the price of any goods of which the Buyer has failed to take delivery, from the date upon which delivery was due until the date of actual delivery or other disposal of the goods by the Seller.

4.5. The Buyer shall not be entitled to withhold, suspend or set off payment for goods delivered for any reason whatsoever.

5. TITLE TO THE GOODS - As long as there remains outstanding by the Purchaser to the Seller any monies or other liabilities whatsoever or until title to goods is in terms relinquished to the Purchaser by the Supplier by writing under the personal hand of a Director of the Supplier:

a) The goods comprised in the order remain the Supplier's property and the Supplier reserves the right to dispose of the goods or any of them. Risk passes from the Supplier to the Purchaser on delivery.

b) The Supplier may repossess and for this purpose follow or trace the goods at any time from the Purchaser, if in his possession, if the Supplier considers that the amount outstanding is in excess of the credit limit and overdue for payment. The Supplier, its servants and agents may enter the Purchasers premises where the Supplier has reason to believe any of the goods are situated.

c) The Buyer as bailee undertakes to keep the goods safe and in good order and condition and clearly identified as the Supplier's property.

d) Should the Buyer have passed the goods or any of them to a third party (or have incorporated them in work for a third party) this will be deemed to have been as the Supplier's agent only and any sums received by the Buyer in respect of such work shall be held in trust for the Supplier until all sums due to the Supplier are discharged.

e) Upon the commission of an act of bankruptcy by an individual buyer the immediate right to possession of the goods shall forthwith automatically revert to the Supplier.

f) All costs including legal fees occasioned in the recovery of goods shall be paid by the Buyer.

6. WARRANTY - All product warranty applies only to the first customer purchase from the supplier and where the goods are covered by a warranty the terms of such warranty shall be deemed to be part of these conditions. The Supplier warrants all goods to be free from defects in material and workmanship under normal use provided the goods have been operated in accordance with the instruction manual. The commencement date for all warranties is the date of delivery to the customer from the Supplier. The Supplier makes no other warranty express or implied with respect to goods, their marketability, quality or fitness for any particular use or purpose in particular but without prejudice to the general provisions of these conditions no responsibility is assumed for incidental or consequential damages by reason of any warranty express or implied.

7. CLAIMS - Claims may be made subject to the Purchaser

a) Examining the Goods on their delivery for any obvious damage or shortage and reporting any damaged or short delivery in writing to the Supplier and the carrier within three days of the delivery date.

b) Reporting non-delivery by telephone and confirmed in writing to the Supplier within 3 days of the invoice date or expected delivery date.

If the purchaser fails to give notice or to report in accordance with these terms or shall deal with goods in any manner or if there shall be any conduct by the Purchaser inconsistent with rejection of the Goods, then the Goods of the quality specified in the contract shall be deemed to have been delivered to the Purchaser. No claim or rejection property made pursuant to these Conditions of Sale in respect of any part delivery of Goods shall be a ground for cancellation of the contract or order.

8. RETURNS - Returns for credit are only permitted with the Supplier's prior consent in writing. Such returns must be sent to the Supplier freight pre-paid in an unused condition, quoting all relevant invoice shipping numbers. A re-stocking charge may be made of 20 % of the invoice value. However, a higher rate will apply if re-packing or re-cartoning is necessary.

9. RIGHT OF CANCELLATION BY ADVANCED ACCESS LTD - Right of cancellation by Advanced Access Ltd will become operable if the Buyer should fail to meet his obligations as they fall due for any reason or if any distress or execution shall be levied upon the Buyer's property or if the Buyers shall commit an act of bankruptcy or being a limited company any resolution or petition to wind-up its business shall be passed or presented (excepting winding-up for the purposes of reconstruction) or if a receiver of such company's undertaking property or assets shall be reimbursed for any fair and reasonable costs occasioned due to such cancellation.

9.1. If the Buyer shall at any time cancel this contract or refuse to accept delivery of the goods, the Buyer shall be liable to the Seller for the total contract price in respect thereof, subject to credit in such sum (net of the costs of sale or other disposal) as the Seller may realise in selling or otherwise disposing of the goods elsewhere.

10. FORCE MAJEURE - The Supplier shall not be responsible or liable for its failure to perform its obligation if such failure is beyond the control of the Supplier, whether caused by acts of God, unavailability or shortages of material or energy necessary to produce and or delivery goods by usual modes of transportation, fire, flood, war, embargo, strikes, labour disputes, explosions, riots, of laws, rule, regulations, restrictions or orders of any governmental authority, or any other cause, other than financial, beyond the control of the Supplier or its suppliers.

11. RELATIONSHIPS - Relationship is that of the Seller and Buyer, and neither the Supplier or the Buyer nor any of their employees, customers or agents shall be deemed to be the representative, agent or employee of the other for any purpose whatsoever nor shall any of them have any right or authority to assume or create an obligation of any kind or nature, express or implied, on behalf of the other nor to accept service of any legal process addressed to or intended for the other. nor to pledge the other's credit. The Buyer warrants and represents that there is no legal impediment preventing acceptance of these terms and that the acceptance of these has been duly authorised and that the obligations hereunder do not conflict with or violate any terms or conditions of any other agreement or commitment by the Buyer.

12. ARBITRATION - Arbitration in the event of any dispute not settled by the parties shall be submitted in London in accordance with and subject to the provisions of the Arbitration Act 1950 (or any amendment or re-enactment thereof) currently in accordance with English Law including statute law.

13. CREDIT CARD PAYMENTS - A surcharge of 5% is applied to accounts being paid by debit or credit cards

14. LEGAL RECOVERY - All invoices are due for payment (30 days from the month end). Any invoices outstanding beyond this period will be referred to **Daniels Silverman** and will be subject to a surcharge of 15% plus V.A.T. to cover the collection costs incurred. This surcharge together with all other charges & legal fees incurred will be the responsibility of the customer and is legally enforceable.



ADVANCED ACCESS LTD



ACCOUNT APPLICATION FORM

Company Name & Address: _____

Telephone No: _____ Fax No: _____

Your VAT Reg. No: _____ Co. Reg. No: _____

Sales Contact: _____ Credit Control Contact: _____
(Name & Position)

Accounts Email: _____

Type of Business: _____

Date of Incorporation: _____

Last full years Turnover: £ _____ Approx credit required: £ _____

Names of Directors / Partners / Proprietors and any associate companies or holding company

Name 1 _____ 2 _____

Address _____

Tel No _____

Trade references, including contacts name, address and telephone number

Name 1 _____ 2 _____

Address _____

Tel No _____

Bank name and address _____

Postcode _____ Sort Code _____ Account Number _____

We request a credit account and accept your terms and conditions.

Signature _____ Print: _____

Position _____

ALL INFORMATION MUST BE INCLUDED BEFORE RETURNING ADVANCED ACCESS LTD

Please fax back to 01604 647333 or CALL 01604 647555 with any query