

# Terms and Conditions

## Definitions

We/Ourselves being Alphabet Signs, The Buyer being the person/company placing the order.

## Availability

All work will be undertaken and produced within a stated lead-time on request, subject to availability of materials needed to complete the final product.

On occasions other suppliers may need a specific amount of time to complete part of the final product therefore resulting in extended lead-time for which we will keep the buyer informed.

## Placement of Orders

On acceptance of a written/verbal quote we require a written, signed order on company letterhead from the buyer, before commencement of manufacture, along with full payment unless otherwise agreed.

If order numbers are required to process invoices by the buyer, please state on written order.

## Cancellation of Order

Due to non-stock goods/materials being purchased to demand of orders, all cancellations must be made by phone/fax within the same working day of placing an order. Any cancellations outside of this period will be charged to the buyer for which these products will be forwarded along with any delivery charges.

## Quality of Goods

All goods/materials are manufactured to the highest standard possible and will be supplied or fitted to a good standard. Should any discrepancies arise in the quality of these goods/materials or standard of workmanship it should therefore be reported within 2 working days from delivery date, so as to be rectified by ourselves.

## Price

Price stated in written quote is subject to any alteration to the order made by the buyer.

Initial quote will be held for a maximum of thirty days from date of quotation, should any goods/materials increase in price after this period, this may result in a difference to the final costing and may need to be re-quoted.

Original written quote is not open to any negotiations.

## Payment

All payments are due before commencement of work or the ordering of any materials, whichever comes first, unless an alternative arrangement is agreed between ourselves and the buyer.

No credit facilities will be given to any buyer until after the first three orders for which payment will be collected as mentioned above, and will be at the discretion of ourselves.

An appropriate account application must be processed to the satisfaction of ourselves.

After a second reminder being sent to an account holder for payment, their account will be suspended and no orders will be accepted until payment of any outstanding invoices are made. This may also result in any credit facility being withdrawn, if persistently late with payments.

Account holders will be on a strict 30 day term of payment unless agreed with ourselves.

At our discretion interest may be charged at a rate of 5% on outstanding monies per month after the agreed period between ourselves and the buyer until paid in full.

Any late payments may result in legal action being taken to recover the invoice amount plus interest and costs.

## Right of Ownership

All goods/materials remain the property of Alphabet Signs until paid for in full.

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