

Terms and Conditions of Sale

1. Legal

UK Law - These terms and conditions and any contract formed are subject to UK law and shall be dealt with under the UK legal system only. In these Terms and Conditions the term 'the Company' refers only to Meters UK Ltd, a company registered in the United Kingdom. 'Purchaser' refers to the purchaser of any goods or services and the term 'goods' refers to any item sold by the company. Nothing herein referred to shall be deemed to have construed a relationship with any supplier or purchaser of the Company's products or services without the express written permission of the Meters UK Ltd.

Copyright - All text, graphics, formatting or other materials present on the Company's web site or in the Company's printed material shall remain the property of the Company. Any use of the Company's materials without written permission of Meters UK Ltd is prohibited. Copyright © Meters UK Ltd. All rights reserved.

Web Site - By using the Company's web site you agree to our terms and conditions. If you do not agree with our terms and conditions the use our web site, is prohibited.

Security - The Company endeavours at all times to adhere to best practice in respect of security. The Company bears no responsibility for any security breaches howsoever caused; however, it will act to the best of its ability to see that such breaches do not occur and to remedy such a breach in the unlikely event of it occurring. The company confirms that no credit card details are ever stored, and transaction details remain the property of the company.

Privacy - The Company respects the privacy of its customers and the users of its web site and will never supply any personal details to third parties without permission. We are committed to acting in accordance with the Data Protection Act 1998.

Quotations – Written All prices DO NOT INCLUDE VAT and carriage Quotations are strictly subject to Meters UK Ltd terms and conditions of sale validation period of the quotation 30 days.

2. Pre sales

Pricing - Where pricing is shown on the web site or in the Company's literature, this is exclusive of Value Added Tax (VAT) charged at the prevalent UK rate, currently 20%.

Ownership of Goods - All goods shall remain the property of the Company until paid for in full. No financial offset against the value of goods supplied is permitted for whatever reason without the written agreement of the Company.

Dimensions & Technical Details - Purchasers are requested to check sizes and technical details of products prior to purchase. The Company cannot accept liability for products incorrectly ordered. The Company endeavours to assist customers with technical details and choices.

Right of Substitution - The Company reserves the right to substitute equivalent goods should it deem necessary. It also reserves the right to vary the specification of supplied goods and all goods are sold subject to the prices and terms and conditions ruling at the time of delivery.

3. Sales

Invoice - It is the responsibility of the Purchaser to check their invoice and ensure that all details on the invoice are correct. The Company will not be held liable for any details that are incorrect if they have not been brought to the attention of the Company prior to the dispatch of goods.

Payment - Payment for goods is in full on order placement and in advance of delivery unless with the prior agreement of the Company in writing. Where goods are provided under a trade agreement the Company must provide a purchase order prior to goods being supplied. If such items are not provided to the Company, it reserves the right to charge for the goods at the prevalent retail price. Where goods have been supplied under a trade account, the company requires all invoices to be paid in full within 30 days of the invoice date unless other terms have been confirmed by the Company in writing. The Company reserves the right to charge interest on any trade accounts that exceed this 30 day period at the rate of 10% of the 'Whole Invoice Value'. Should the company be required to take legal action to recover monies outstanding an administration charge will be levied.

Delivery - The Company will not be responsible for any delays in the delivery of goods or services, nor for any damages or loss caused to the Purchaser or other party as a consequence of this delay. The Company will endeavour to meet any special shipping requirements as a courtesy, but will not be held responsible for failure to meet these requirements. The Purchaser is required to inform Meters UK Ltd of any delivery restrictions.

Whitegate, White Lund Trading Estate, Lancaster, Lancashire
LA3 3BT

Tel: 01524 555929

E-mail: sales@meters.co.uk www.meters.co.uk

Company Registration No: 0445106

Acceptance of Deliveries - Please ensure that goods are unpacked when they are delivered and checked against the delivery note. If they are not checked fully upon delivery, the delivery note should be signed as 'condition unchecked'. When signed as 'condition unchecked' any goods damaged in transit, or unsatisfactory goods, must be reported to us within 3 days of delivery. The Company will not be held liable for any damaged, missing or unsatisfactory goods not reported to us within this 3 day time period. The Company can take no responsibility for damaged goods signed as being in good condition and cannot be held responsible for any damage occurring after delivery.

Calibration Certificates - Meter Calibration Certificates are dispatched free of charge – prior to shipping by e-mail hard copies are not provided unless specifically requested. Certificate copies, are chargeable.

Force Majeure - No responsibility can be accepted by the Company for any failure or delay in performance which is wholly or partially due to an Act of God, War, Fire, Explosion, Riot, Civil Commotion, Restriction by Government or other competent authority, Strikes, Lock Outs, Failure in Supplies, or to any cause whatsoever beyond its control.

4 – Post Sales

After-Care - Installation. All product guarantees are void if the goods have not been installed to Meters UK Ltd manufacturer's specification, instructions, and conformity to relevant product and industry best practise.

Guarantee Conditions - The Company will replace any product found faulty due to manufacturing, or workmanship, free of charge within the 12month guarantee period, subject to the following conditions:

- The start date of the guarantee is the date of invoice – not the date of installation;
- The guarantee is return to base only the company does not offer any site visit services;
- The defect is not due to wear and tear, accident, misuse, improper operation or failure due to incorrect installation;
- The cost of labour is paid by the Purchaser;
- A proof of purchase is available;
- The Company is not liable for any consequential loss caused directly or indirectly by any defect in its goods;
- The benefit of this warranty is given to the first purchaser of the goods and is not assignable.

Cancellation and Returns Policy - The Company will accept the cancellation or return of non-faulty goods within 30 days as long as the goods are fit for purpose and in the same condition that they left its warehouse. Upon the return of such goods in the aforementioned condition a full refund will be given within 30 days subject to a 30% restocking charge and the cost of returning the goods to the warehouse. Bespoke goods, i.e. those manufactured to the customers own specification cannot be cancelled without full charge. Returned flow meters or gas meters that are blocked or jammed will be rejected for credit. Goods more than 12 months old will be rejected in full. Incomplete and returned goods damaged through insufficient packaging will be rejected. The Company will provide a goods return report and where practical photograph(s) of chargeable repairs and items receiving zero credit.

The company reserve the right to dispose of items returned after 10 working days of issue of a Goods Return Form

Complaints - The Company prides itself on the provision of first rate customer service; however, in the unlikely event that you do have a complaint, such a complaint must be furnished to the Company in writing within 7 days of the receipt of goods setting out the grounds of complaint. The Company will ensure that any such complaint is dealt with sensitively and in a timely fashion.

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