

## STANDARD TERMS AND CONDITIONS OF SALE

### Payment Terms

For all custom-made machinery, service work and other items where payment terms are listed on a quotation, the payment terms specified on the quotation will apply. In all other circumstances, normal payment terms are 100% with order.

Payment must be made in GBP but can be made in any one of the following ways:

- Depositing money directly into Keylink's GBP account
- Credit Card (Mastercard/Visa) subject to a credit card surcharge of 1.95%
- UK issued Debit Card (Delta/Visa debit card / Maestro)
- UK issued cheque (subject to a delay of 5 working days for clearance)

Please note that as part of our Fraud Prevention Measures, all payments by credit or debit card are subjected to stringent security checks including address and postcode verification.

Any transactions where one or more of these checks are failed may be rejected by our Payment Services Provider. For your added protection, we do not store your card details.

In all cases, KeyChoc Ltd retains full title to any and all goods until they are paid for in full.

### Prices & VAT

All prices are quoted net of UK VAT and may be subject to alteration at any time and without prior notification. For orders dispatched and invoiced to customers in EU countries, VAT will not be charged provided we have a verified local VAT number for you. Carriage will be charged as extra.

For orders invoiced to customers outside the UK and EC, UK VAT will be charged unless there is proof of export.

### Delivery

Where delivery dates are given, they are given in good faith and in the event of a delay, KeyChoc Limited will not be liable for any consequences of such a delay and shall remain entitled to deliver the goods to you and to receive payment for them.

Where a delivery date has not been specified by you, or you have not taken delivery of an order within one month of the scheduled delivery date, we will be entitled to deliver the goods to you and to receive payment for them.

### Returns, Refunds & Cancellations

With orders for products considered as stock items by KeyChoc Ltd, orders may be cancelled at any time prior to dispatch and a full refund will be given. Note that if an order paid for by credit card is not cancelled on the same day it was placed, you will be liable for the credit card surcharge applied to the original payment as well as to the refund.

Orders for custom-made machinery cannot be cancelled once a deposit has been paid and any and all such deposits paid for custom-made machinery are strictly non-refundable.

In the event of a cancellation by the customer, and without prejudice to the above, KeyChoc Ltd further reserves the right to seek payment of the total balance outstanding including any loss of profit.

Goods should be inspected at the time of delivery and any damages or shortages must be reported to us within 2 days of receipt of the goods for a credit to be given. If you are unable to inspect the goods at the time of delivery, please ensure that the goods are signed for as "goods unchecked" from the carrier. Without this, we will be unable to make a claim from the carrier for damages. If goods are ordered incorrectly and where we are able to accept them back, there will be a handling charge linked to the size of the consignment. In no circumstances will we accept goods back if they have been returned to us damaged.

**March 2011**