

Terms and Conditions of Sale

General

All orders must be placed in writing and sent to **sales@steelco.co.uk**. We will not be held responsible for orders sent to any other email address.

The order should include the part code, fabric choice – where applicable – and any optional extras. Please ensure that all relevant details are clearly shown, to eliminate any errors or omissions. Steelco Ltd will not be held responsible for any customer errors.

An Order Acknowledgement will be issued to confirm the order details, and will include the items ordered, price, delivery address and will confirm our job number.

The risk in the goods shall pass from Steelco Ltd to the buyer upon delivery of such goods to the buyer. However, notwithstanding delivery and the passing of risk in the goods, title and property in the goods, including full legal and beneficial ownership, shall not pass to the buyer until the seller has received in cash or cleared funds payment in full for all goods delivered to the buyer under this and all other contracts between the Steelco Ltd and the buyer for which payment of the full price of the goods thereunder has not been paid.

Payment of the full price of the goods shall include the amount of any interest or other sum payable under the terms of this and all other contracts between the Steelco Ltd and the buyer under which the goods were delivered.

All Prices quoted exclude vat.

All goods shall be invoiced at the price ruling at the time of delivery.

Samples are available free of charge for a period of 1 month and will be invoiced at full value unless returned within this period. Sample requests must be accompanied with a covering order number.

Payment of invoices to be made by the end of the month following the date of invoice. Steelco Ltd reserves the right to charge interest at 2% above the Bank of England base rate on amounts outstanding after this time.

All pro-forma invoices must be paid in full before goods are despatched.

All invoice queries must be made in writing within fourteen days of the date of invoice.

In the event of any claim, 'Steelco Ltd' liability shall in no circumstances exceed the invoice price of the defective articles.

No liability for any resultant loss or damage whatsoever, direct or indirect of any nature will be accepted by Steelco Ltd.

All illustrations and dimensions in our sales literature are included as a guide only and are not binding upon us in any way.

We continually improve our products and reserve the right to amend without notice, materials, specifications or design, which having regard to all circumstances we consider to be reasonable or desirable.

Guarantee

All Steelco Ltd products are guaranteed against defective materials and workmanship under conditions of normal wear and tear in an office environment.

Whilst every effort is made to ensure sound workmanship, we guarantee to replace or repair any items we consider defective provided they are returned to ourselves carriage paid and reported in writing within the warranty period of that product.

Any repair carried out that is not considered by Steelco Ltd to be a manufacturing defect, will be subject to a callout charge of £50.00. Collection and delivery charges will still apply.

If the product or fabric colour is no longer available, the buyer shall be bound to accept an alternative provided by Steelco Ltd.

Delivery

Orders over £300.00 ex vat will be delivered free of charge to your premises.

Orders under £300.00 ex vat will be subject to a small delivery charge of £30.00

Delivery to a third party, (UK Mainland, Ground floor only) will be charged at 6% of the retail price before discount, or the prices in the map opposite, whichever is the greater.

Whilst Steelco Ltd will do all within their power to meet delivery dates, we shall be under no liability whatsoever for delay or failure to deliver for any cause. This includes a customer's failure to supply adequate delivery instruction or any other instructions relevant to the supply of the goods. Nor from any loss or damage arising there from.

All deliveries are to ground floor only.

In the event of goods being delivered but not accepted when we have made reasonable arrangements to do so, a minimum charge of 10% of the order value shall be made.

Steelco Ltd aims to deliver all stocked items within 10 working days from receipt of order to the U.K. mainland only.

Damages or shortages via our own transport must be noted at the time of delivery. Delivery notes signed "unexamined" cannot be accepted.

Damages or shortages via other carriers must be reported in writing within three working days of the receipt of goods.

Steelco's liability shall be limited to the value of the supplied Goods. Collection services, transport costs, fines or other additional costs incurred by the Buyer shall not be reimbursed.

The Buyer shall be entitled to cancel an Order placed subject to the conditions and procedure set out below.

1. The Buyer shall have the right to cancel or modify the order within 2 working days from the date of order confirmation, without charge.
2. In the event of cancellation or modification of an order after more than 2 working days, the buyer shall be charged 100 % of the price of the cancelled Goods. In addition, if applicable the cost of disposal of the Goods and any other costs or losses incurred. This applies specifically to non-stocked furniture items.