

STANDARD TERMS AND CONDITIONS OF SALE

Payment Terms

If you have an established credit account, our terms are 30 days from invoice date and all goods will remain the property of Keylink Ltd until paid for in full. If you do not have a credit account, your order will only be processed once full payment has been received. Payment can be made in any one of the following ways:

GBP

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

Euros

- Credit or Debit Card (Mastercard / Visa credit card / Visa debit card / Delta) subject to a surcharge of 1.95%
- Depositing money directly into Keylink's Euro account

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.

Please note that credit facilities may be reduced or withdrawn without notice if invoices are not paid in accordance with our standard payment terms.

Setting up a Credit Account

To set up an account, you should fill in a customer details form which can be sent to you or which you can download from our website. Please note that it can take several weeks to obtain references.

Prices & VAT

All prices are quoted net of VAT and may be subject to alteration at any time and without prior notification. Prices are correct at time of going to press, errors and omissions excepted. Please note that we will always endeavour to maintain up-to-date prices on our website. 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.

Stock Availability & Delivery Options

We offer two services to cater for urgent and non-urgent orders as below.

Guaranteed Same Day Dispatch

If your order is urgent then we will guarantee to send it out on the same day subject to the following:

- your order is received by us before 12 noon
- all the items on your order are in stock
- there are no account/credit related issues

For UK mainland orders, this will normally mean that you will receive your order on the next business day.

Standard Service

Standard service orders can include 'out-of-stock' items to help meet our minimum carriage-paid order value of £150 (ex. VAT). In some cases, this may be more convenient for you than placing separate urgent and non-urgent orders.

UK Mainland Deliveries

If most items on your order are in stock, we would normally send out what we can within 1-2 days with the balance to follow in a single delivery once all the remaining items become available. If a significant proportion of the items on your order are not in stock, we may choose to delay dispatch until everything becomes available.

Offshore Orders (incl. all UK islands and other countries)

If we do not have an item in stock, we will contact you to see if you would like an alternative item, otherwise it will be normally be dispatched with your next order.

Where delivery dates are given, they are given in good faith and in the event of a delay, Keylink 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.

Carriage Charges

Mainland and Offshore UK Orders

For orders below £150 ex VAT, there will be a small order charge of £9.00 (plus VAT).

A surcharge will be made for deliveries to the Isle of Man, Channel Islands and Scottish Islands and these deliveries may take 2-3 days or more. We can also offer express services which will be charged according to the size of the consignment. Please confirm this at the time of placing your order.

Orders from EU Countries

For orders below £250/€300 ex VAT, there will be a small order surcharge of £25/€30 (£15/€18 for Ireland) plus VAT. Please note that for orders including alcohol, there may be an additional £65/€80. Hazardous Goods surcharge which is levied for movements for dangerous goods above a "threshold" quantity. Please contact us for transit times.

Shelf Life

Many products have a specified shelf life from the date of manufacture. As products may reach us with only half of their full shelf life remaining and, as they may then be in stock at Keylink for a short period, we can only endeavour to ensure that products have at least one third of their shelf life remaining at the time they are supplied to you. However, if this is not acceptable to you, please notify us at the time of placing your order.

Timed Deliveries

Where a delivery has to be booked in or is requested for a specific time, an extra charge may be made for this service.

Aborted Collections (UK Orders only)

If a collection is aborted because there is no one at the collection address, a charge of £10 may be made to cover the additional costs invoiced to us by our carrier.

Returns, Refunds & Cancellations

No goods are sold on a "Sale or Return" basis.

Orders for standard items may be cancelled at any time prior to dispatch. 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.

Goods should be inspected at the time of delivery and any damages or shortages must be reported to us within 3 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 opened or returned to us in poor condition or if they were brought into stock especially for you.