



## **TERMS & CONDITIONS FOR THE SUPPLY OF HUNZA LIGHTING GOODS**

### **1 DEFINITIONS**

The following words within this document shall have the following meanings:

- 1.1 "Customer" means the organisation or person who purchases goods from the supplier.
- 1.2 "Supplier" means MDB Landscapes, 12 Maple Close, Ash Vale, Aldershot, Hampshire, GU12 5JZ, UK.

### **2 GENERAL**

- 2.1 These terms and conditions shall apply to all contracts for the supply of goods by the supplier to the customer.

### **3 SALE & PAYMENT TERMS**

- 3.1 A full description of the requested goods will be detailed within an emailed invoice prior to any acceptance of a sale.
- 3.2 It will be upon the customer to check all details present within the emailed invoice and that they are correct including quantity, finish, powder coat or E colour, power source or type i.e. low voltage, GU10, Retro, Pure LED and lamp type including lamp quantity.
- 3.3 Payment to be made via BACS payment with details as specified on the invoice or via PayPal.
- 3.4 Orders will be placed on receipt of payment in full.
- 3.5 Following confirmation of payment, order details will be emailed through to the customer confirming receipt of payment and estimated delivery dates.
- 3.6 Some but not all Hunza lighting products are made to order only and are non-returnable and non-refundable including any made to customer specifications, clearly personalised or which by reason because of this cannot be returned. Where applicable this will be stated within documentation. After order has been processed with the supplier it will be solely at the suppliers' discretion if the non-returnable / non-refundable item can be returned or refunded.

### **4 DELIVERIES**

- 4.1 Delivery address details will be stated on the supplied invoice prior to order being placed. It will be upon the customer to check all delivery and address details prior to order confirmation. Any inaccurate address, delivery details or safe place to leave details supplied by the customer that influences delivery time or subsequent costs to rearrange delivery may need to be made by the customer. Additional costs if required may be passed onto the customer at the suppliers' discretion after consultation with the customer.
- 4.2 Free delivery is available for most orders within the UK mainland (not including the Isle of Wight, the Isle of Man, the Scottish Isles and some parts of Scotland, Northern Ireland and the Channel Islands).
- 4.3 If applicable the customer will be informed of any delivery charges prior to order and will be stated on the supplied invoice and / or on the original quotation.



## **4 DELIVERIES**

- 4.4 If goods can be / or are for next day or timed delivery this will need to be submitted (including confirmation of payment) before 12 noon to guarantee delivery.
- 4.5 The supplier cannot accept any liability for loss or damage to the delivered goods after they have been delivered in accordance to the delivery instructions supplied by the customer.
- 4.6 If delivery is delayed due to any reason outside of the suppliers' control, the delivery date will be altered to suit any new required arrangements. The supplier cannot accept any liability for affects caused by delayed delivery of goods.
- 4.7 All responsibility and risk in the goods shall pass to the customer upon delivery.
- 4.8 All delivered goods must be inspected upon receipt and any damage must be notified to us within 2 days of receipt of goods. Photographic proof of any damage on delivery may be requested by the supplier to assist in the evaluation of any damaged goods.

## **5 Returns**

- 5.1 Whilst in possession of the delivered goods it is the customer's responsibility to take reasonable care of them.
- 5.2 All goods must be inspected on receipt and any damaged must be notified to us within 2 days of receipt. Photographic evidence will be required of any damage on delivery. Please take photos of the product before it is re-boxed. If insufficiently packaged for the return refunds may be refused.
- 5.3 The customer will send goods back to a designated return address in original condition at their cost for all unwanted ordered items unless they were delivered in error, damaged or defective.
- 5.4 We will arrange to have the goods collected from the customer, if the delivered item is damaged or faulty only. Goods will need to be made available for collection as per instructions. We reserve the right to charge the direct costs of returns if thought appropriate.

## **6 WARRANTIES**

- 6.1 All Hunza aluminium luminaires with a UV stable powder coat finish come with a five-year manufacture's replacement warranty, subject to standard conditions.
- 6.2 All Hunza stainless steel and copper luminaires have a ten-year replacement warranty, subject to standard conditions.
- 6.3 All glass lenses supplied with Hunza luminaires have a lifetime warranty, subject to standard conditions.
- 6.4 Please see standard conditions as laid out within the full Hunza Warranty.