

TERMS OF TRADING

PRICE LIST This price list is intended for the trade and is issued to regular flooring retailers/contractors (to whom alone goods are supplied) with the request that it should not fall into other hands. All previous lists are cancelled.

PLACING OF ORDER Nothing in this price list shall be deemed to constitute an offer and the Company reserves the right to refuse or accept any order. Placing of an order implies the acceptance of these terms of trading. Orders expecting delivery under our delivery terms should be placed before 14.00 pm on the day of despatch.

ORDER CONFIRMATIONS All orders placed with C&H are to be submitted via fax or email with relevant order number and reference on company headed purchase orders. Confirmation will be faxed by return.

PRICES Prices are subject to alteration without notice and are applied at the rate ruling at the date of despatch. Excluded from this are bona fide contract orders accepted and acknowledged by us being at a fixed price.

VALUE ADDED TAX Prices quoted in this list do not include Value Added tax which will be charged at the applicable rate at the date of supply.

TERMS OF PAYMENT Company standard terms are 28 days from date of invoice unless otherwise agreed in writing.

INTEREST CLAUSE in the event of a customer failing to make payment under the terms of payment above, interest shall accrue and be paid by the purchaser on all unpaid sums and invoices at the rate of 2% above the Barclays Bank PLC base rate.

CARRIAGE Goods delivered to dealer's premises by the Company appointed carriers are carriage paid except for orders under 20m² where a charge of £20 is applied. The costs incurred for requested special deliveries i.e. next day will be charged.

DELIVERY Every effort will be made to execute orders promptly, the Company will not accept liability for consequential loss arising from production or delivery delay. Our normal delivery schedule is 3 working days from stock.

RESERVED STOCK Stock will be held against an order for a maximum of 6 weeks without a confirmed delivery date. If a confirmed delivery date is stated then the stock shall be held for 10 weeks.

ACCESS TO SITE In the event of access to the place of delivery being unobtainable, the right is observed to charge all costs incurred in any abortive or additional visit to the customer.

CANCELLATIONS Cancellations will only be accepted in writing without delay. Cancellations after despatch or delivery will be subject to 20% re stocking charge. Cancellations of contract or orders for special or bespoke products will be subject to 100% cancellation charge.

CLAIMS & RETURNS

- A) Product should be inspected by dealers before cutting and fitting. Claims for manufacturing faults which the dealers could have discovered by careful inspection before installation cannot be accepted after the product has been cut and laid. No complaint can be considered that arises from improper installation.
- B) No other complaint can be considered until the merchandise has been examined by the dealer and a report submitted to C&H.
- C) No goods sold to the dealers can be returned without written consent of C&H.
- D) Goods returned to us for credit due to dealer's error will only be credited at the actual re sale value attained by the company. This includes returns arising through duplication of orders.
- E) Products sold as imperfect will not be considered as the subject for any complaint.
- F) C&H will not accept any liability for the cost of uplifting or refitting any flooring in any circumstances unless the fault in the goods is one that could not be discovered by inspection before cutting or laying.
- G) C&H does not accept any liability for consequential loss due to defective product.
- H) If a product is deemed to have a fault that could not be noticed prior to installation then the Company will agree to contribute an amount to be agreed to the uplifting and re fitting costs only.

DAMAGE OR LOSS IN TRANSIT If goods are damaged in transit, the carriers note must be endorsed accordingly and the company notified within 3 days of receipt of goods. The Company must also be notified if goods are not received within 10 days of invoice. Failure to notify in either case will result in the loss of any claim. The Company cannot accept any consequential loss due to damage or loss in transit.

BATCHING Whilst every effort is made to ensure shade variants do not apply to the products, C&H cannot guarantee an exact shade match from variant manufactured stock.

TECHNICAL DATA All information contained in the Company's sales literature, sampling and specifications such as weights and dimensions, is intended to be and may be construed only as of generally informative nature and the same shall not form any part of, or be incorporated in, any way into the contract. C&H reserve the right to alter specifications and discontinue colours or products without prior notice.

PASSING OF PROPERTY All good are at the risk of the customer as soon as they are delivered or collected, but the property and ownership of the goods will not pass until payment in full, of all outstanding invoices, has been received by the Company.

Responsibility

- As a Company we take responsibility for products and services we offer with regard to the effect they have on the environment.
- As a Company we will commit to minimise the impact of our commercial and industrial activities on the environment.