

## RGL Displays Ltd – Terms and Conditions of Sale

### 1. Interpretation in these conditions:

“**Us**” means RGL Displays Ltd

“**Customer**” means the person or company placing an order whether verbally or electronically with us.

“**Contract**” means the contract for the sale and purchase of Goods or the supply of services which shall incorporate these Conditions.

“**Delivery Address**” means the address stated on the customers purchase order or by an email that has been confirmed received by RGL Displays Ltd. Unless told otherwise delivery of goods will always be made to the customer.

“**Goods**” means the products or services supplied by RGL Displays Ltd.

### 2. Contract

2.1 The contract shall only become effective when approved by us.

2.2 All orders should ideally be placed with an official company purchase order or by electronic communication that has been approved by us.

### 3. Payment

3.1 In the majority of cases the customer would be required to either complete a credit application form for approved credit or make payment in advance.

3.2 All approved credit accounts are payable on 30 day terms unless otherwise agreed in writing.

3.3 Amount payable is as per time of placing order.

3.4 All prices quoted are based on agreed lead times within normal working hours. If changes are made to your order after the contract has been started you may incur additional costs for extra work carried out and this may effect the delivery date.

3.5 If any part of the order is in dispute the customer shall pay all items not in dispute whilst the disputed item is resolved. We do take great pride in our work and it is our commitment to avoid such issues.

### 4. Returns & Refunds

4.1 All goods remain the property of us until full payment has been received, unless agreed otherwise.

4.2 If in the unlikely event that the goods received look damaged in transit (crushed or broken packing) they should either not be accepted or be unpacked and checked for damage before signing for the delivery.

4.3 If you have received damaged goods please contact us immediately and do not accept or sign for the goods.

4.4 Any goods returned (other than faulty goods) should be sent at the customers expense and any refund would be less the delivery charge and in some cases there would be a re-stocking fee of up to 15% of the goods.

4.5 Refunds for printed graphics are only given if they are not as per customer’s artwork and have not been used.

4.6 Most hardware items sold by us come with manufacturers guarantee against component failure or defects, not for mis-use.

### 5. Cancellation of orders

5.1 Orders can be cancelled at any time, but the customer will still be liable for any costs incurred for any work completed.

5.2 Cancellation of hardware items once despatched will incur a 15% restocking fee, plus costs for delivery both to customer and back to us.

### Complaints Procedure

6.1 RGL Displays Ltd take their responsibility to you as our customer very seriously and we pride ourselves on our quality of work and service, but if should have a reason to complain please write or phone us and we will endeavour to deal with your complaint as fairly as possible.