

CONDITIONS OF SALE

1) ORDERS. No order shall be binding on One Stop Testing Equipment Ltd unless accepted by us in writing. All orders shall be stipulated in writing. Every contract of sale is subject solely to the following conditions, and no variation or alteration to these conditions shall be made unless expressly agreed with written consent between the parties.

2) PRICES. All prices for goods are ex-works One Stop Testing Equipment Ltd and exclusive of VAT, packing, freight, insurance, installation and other costs, unless expressly specified to the contrary. All prices and terms quoted by One Stop Testing Equipment Ltd may be altered without notice. We reserve the right to impose a minimum order charge, and to amend any accidental errors or omissions in quotations and invoice.

3) PAYMENTS. The terms of payments are specified on One Stop Testing Equipment Ltd sale agreement with a credit limit established value, and are shown on the selling invoice. Time of payment shall be of the essence. The no payment at the maturity will immediately stop any further delivery of goods. Relevant interests and additional cost for the delayed payment will be claimed from the customer. Title in the goods remain vested in One Stop Testing Equipment Ltd and shall only pass to the Customer upon full payment of them. We reserve the right at any time to demand security of payment before continuing with or delivering any order. **Invoices not paid at agreed date incur 2% weekly charges until paid.**

All equipment in its entirety (including any parts added to any equipment) remains the property of One Stop Testing Equipment LTD, who shall retain ownership of the same until all outstanding invoices have been settled in full.

4) DELIVERY. Quoted delivery dates for dispatch are given by One Stop Testing Equipment Ltd in good faith by way of estimate only, but we shall accept no liability for any delay in delivery due to any circumstance. Customer is kindly requested to provide shipping instructions. Risk in the goods shall pass to the Customer when they are delivered to or collected by the Customer or its forwarder. One Stop Testing Equipment Ltd shall not be liable for any loss or damage to goods in transit. Large palletised items are sent in curtain sided vehicles, customer is responsible for fork lift or other lifting at point of delivery.

5) WARRANTY. Unless otherwise specified, the warranty has a validity of twelve months from invoice date. The warranty covers the free replacement or repair of any goods manufactured by One Stop Testing Equipment Ltd or partners in respect of defects arising solely from faulty materials or workmanship, providing they are **returned carriage paid to the manufacturer** within the warranty period. In the case of goods not manufactured by One Stop Testing Equipment Ltd, we will pass on to the customer the warranty benefit given us by the manufacturer. The warranty becomes null if customer does not respect the terms of payments, if goods are used not according to the operating manuals, when goods are disassembled, repaired or modified outside One Stop Testing Equipment Ltd staff, when damages are given by faulty maintenance or use. Warranty does not cover glassware, porcelain and wearable materials (diamond bits, needles, seals, batteries, cables etc.).

6) LABELS. One Stop Testing Equipment Ltd provide a comprehensive range of products to allow the customer to have a complete materials testing laboratory. Items may therefore be provided from other manufacturers, not labelled as One Stop Testing Equipment Ltd, but are covered by a standard One Stop Testing Equipment Ltd guarantee. It is not possible to provide all accessories and ancillary items from One Stop Testing Equipment Ltd, **neither it is possible to label every item with the actual catalogue number.** We would recommend that a person experienced in materials testing checks the equipment at the time of supply.

7) CLAIMS. The Customer is under a duty to inspect the goods on delivery or on collection as the case may be. Any claims involving quantity and type of supplied equipment must be notified to One Stop Testing Equipment Ltd in writing within 3 days from receipt of goods. Do not return any type of equipment to One Stop Testing Equipment Ltd without prior permission. After our authorization, return with freight prepaid.

8) AMENDMENTS or CANCELLATIONS. Amendments to any order will only be accepted by prior written agreement with One Stop Testing Equipment Ltd. Cancellations of the order by the Customer for whatever reason shall entitle One Stop Testing Equipment Ltd to a minimum 25% re-stocking fee payment plus all cost expenses and losses arising therefrom.

9) INSURANCE. If requested by the Customer or considered necessary by One Stop Testing Equipment Ltd, we will effect shipment insurance charging relevant cost on the invoice. We will not be liable for failure to insure unless insurance is requested by the customer. One Stop Testing Equipment Ltd shall be under no liability to take proceedings for the recovery of loss or damage.

10) INSTALLATION, SERVICING and TRAINING COSTS. Such services are not included in the selling prices. Relevant operating instructions provided with the equipment allow laboratory technicians having adequate skills to install the equipment. Should customer request installation and training by One Stop Testing Equipment Ltd personnel, all necessary accommodation and travelling costs will be charged to the Customer.

11) CATALOGUES. All illustrations and specifications in One Stop Testing Equipment Ltd catalogues or partner catalogues are based on the latest information available at the time of the publication. However, due to our policy of continuous development of products, we reserve the rights to change, improve, and delete models without notice.

12) PROPER LAW and JURISDICTION. The contract shall be governed by and construed in accordance with UK law, and all disputes shall be under the jurisdiction of UK Courts.

Re: Return to Vendor's procedure

- Any return must be approved by requesting the **RTV (Return to Vendor's) number** to our Export sales department prior shipping. Goods sent back without permission will be returned at the customers cost.
- The RTV number must be mentioned on the customer's delivery note and a copy of the **authorization document (RTV)** must be attached on the box when returned by the customer.
- The content of the box must correspond with the items listed in the RTV document that One Stop Testing Equipment Ltd provided. Any goods not contained within the above list shall be returned to the customer at the customers cost.
- **The return authorization number has 6 month's validity.** After this period, if the Customer wishes to return the equipment, the Customer shall be required to contact Export sales department.

IMPORTANT INFORMATION - PLEASE READ CAREFULLY

Damage during the transport

Instruction for claim:

- In the event of damage, please notify One Stop Testing Equipment Ltd Immediately with indication of full details of the same.
- Please request the forwarder to follow the instructions below.

Case1: You receive a delivery where the packaging is damaged

Parcel delivery: DO NOT SIGN FOR IT. Inform the courier or the person who is handing over the parcel, specifying the damage. Forward agency: Please unpack the goods in presence of the lorry driver.

Ask them to confirm any potential damage, marking them on the bill of receipt or on the delivery note.

Case2: You receive a delivery where the packing is in good condition, have signed for it, but the content is damaged

Parcel delivery or forwarding agency:

Inform the courier office in responsible the delivery and request damage confirmation.

Damages must be reported within 24 hours

Please directly inform the forwarding agency in charge of the shipment. Please request an immediate inspection of the goods and a written confirmation of the damage on the back of the receipt or delivery note.

The following documents must be sent to the insurance agency, reporting the complete description of the damages:

Mail delivery: Written confirmation of the damage is to be sent to the post office or the

Forwarding agency: confirm details of the damage within the receipt and / or delivery note.

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