

## Our Terms of Trading

### Development

The customer should note that development is a costly item and the cost of this will be required to be paid for by the customer. Any product new to Materia Products if it is a current product for the customer or not, will need some development work to allow us to be able to manufacture that product. Development work on any product, will be at the current hourly rate that can be obtained verbally for the current year. This hourly rate will be subject to increase at the turn of the year. The cost of any tooling needed for samples or production will require to be paid for by the customer. We may be able to use current patterns and tooling to save expense, this is not always the case.

### Sampling and Standards

Any orders will require a Product Standard to be agreed and signed for by the customer prior to production. This is a requirement for quality control, lead times and costing. The final sample needs to be onsite for production. All Development and sampling costs will be need to be paid for before production starts.

### Lead Time

Our lead time is subject to fluctuations and cannot be confirmed within these conditions. The Lead time will be agreed and drawn up in the contract. The Lead time will be subject to all materials being on site by the required date. The lead time will require a detailed specification of manufacture with a clear break out of materials, quantities and suppliers for each unit to be completed and confirmed in the development and sampling process.

### Orders

Any order placed should include the item name, the date order placed, details for invoicing, details for delivery, and the quantity of each item. All orders are subject to the minimum quantity agreed at the time of costing. **All goods are supplied in a plastic bag that is only for protection whilst in transit to our customer and we recommend that the goods are removed from the plastic bag on receipt and placed in a suitable receptacle. We cannot accept any responsibility for goods being shipped on from our customer to the next client.**

### Payment Terms

**OUR PAYMENT TERMS ARE STRICTLY 30% DEPOSIT ON ORDER PLACEMENT FOLLOWED BY THE FULL BALANCE PLUS CARRAIGE AND VAT PAYABLE within 7 working days of COMPLETION OF ORDER PRIOR TO DELIVERY.**

### Delivery

All complete orders will be shipped in their entirety within 7 days of cleared payment. We do not offer the facilities to hold stock. Late payment will incur a stock holding charge of £50 per day. All prices are quoted ex works and will be subject to carriage, packaging and VAT.

## **Cancellations**

Cancellations cannot be accepted without the customer being liable for all costs involved, including the allocation of workshop time, all materials purchased for the order and all disposal charges.

## **Returns**

We cannot accept any returns other than for faulty goods that are faulty due to the manufacturing process or materials supplied by Materia Products.

Any returns must be notified to us by the customer within 14 days and returned for our inspection within one calendar month, other than that no returns can be accepted, no cost can be accepted including loss of revenue. Any returns that are not found to be faulty will be returned to the customer at the customer's cost. Any items returned that are not packed in a satisfactory condition for shipment of such goods will not be accepted.

Materia Products cannot be held responsible for our customer's loss of revenue for any reason.

By placing orders for development or production you are agreeing to these terms.