

BAR AND SHEET SPECIAL CONDITIONS

Terms of payment – stage payments

100% of contract price to be received as cleared funds by Twinfix	This is an advance payment to secure manufacturing / despatch slot. An invoice will be issued by Twinfix confirming the amount to be paid. Payments must be cleared prior to delivery dates. Failure to pay this amount in full will result in delays to delivery.
Remainder (if alternative terms to those above are agreed)	An invoice will be issued on delivery and must be paid in full within 30 days.

Any terms are subject to us obtaining credit references. If alternative terms have been agreed these will be stated within your order acknowledgement.

An exception to the above is credit account customers. Account customers will have account agreements outlining the agreed terms of payment. If you are unsure if you have a credit account with Twinfix or are unsure on your credit account terms please speak to our sales office.

Where a credit amount has not previously been approved, Twinfix Limited will require Bank and Trade references and reserve the right to impose specific payment terms.

Lead time / delivery:

Once we receive your order, we will then issue an order acknowledgement which will confirm that a contract exists between us from the date of the order acknowledgement. Where appropriate we will then issue an advance payment invoice. Once paid, we will proceed to execute the works on this basis, unless we hear from you within 24 hours from our order acknowledgement.

We aim to despatch between 1 and 14 days from full order acknowledgement however an exact despatch date will be confirmed by our sales office. Where practical we will endeavour to contact customers prior to despatch to confirm exact despatch dates.

Delivery shall be made to the customer address on the quotation unless otherwise agreed in writing;

Delivery can be made by carrier or on Twinfix's own vehicle. Charges for delivery will be stated on your order acknowledgement. Delivery outside the UK would be at an extra cost unless expressly *included* within your quotation and acknowledgement. Requested split deliveries will also incur an additional maximum £250 delivery charge for each additional delivery requested.

Working hours

Our normal working hours are Monday to Friday 37 hours standard week varies between 7:30am and 6pm

Night, weekend and bank holiday deliveries are excluded unless otherwise stated. Deliveries outside of normal working hours will be subject to prior agreement and charged at cost plus 20%.

Limitation of liability

We would draw your attention to our limitation of liability terms as set out in our conditions of contract clause 15.1.

Offloading:

The Customer shall ensure full and adequate access to the place of delivery and that sufficient offloading facilities are provided. Twinfix will not provide any offloading resources or equipment including (but not limited to) fork lift trucks and specialist cranes.

Packaging and Storage:

We will send materials packaged to avoid damage. Upon delivery outer packaging should be removed (except the protective polycarbonate film and products stored in a suitable location).

The majority of polycarbonate that we sell is protected on both sides with a protective film. This film should be removed upon installation. The film can be removed by peeling and should never be removed using a knife or sharp implement.

Plastic products should not be stored in direct sunlight either within outer packaging or with the protective film still on.

Acceptance of goods:

The Customer shall within 24 hours of delivery give notice in writing to Twinfix of any issues with materials received. Should the Customer fail to give such notice they shall be deemed to have accepted the Goods. See conditions of contract clause 10 for full details.

Fixings:

As standard Bar and Sheet orders are NOT inclusive of any fixings. Fixings must be ordered as a separate item.

Rates for variations

See conditions of contract clause 11 for details on variations

Abortive deliveries due to denied or restricted access, will be charged at £250 per aborted delivery. See conditions of contract clause 10.3 for additional storage charges for delayed/aborted deliveries.

Illustrations, technical information and dimensions:

Whilst our quotation is based on our interpretation of the requirements for this project, it should be noted that all dimensions are the responsibility of the Customer. It is the customer's responsibility to ensure our interpretation is correct and where we provide a sketch / design layout, it is the customer's responsibility to check the accuracy and suitability of the details (including all proposed dimensions). Twinfix have no responsibility under a supply only contract to carry out a site survey nor verify the accuracy of site dimensions.

All information and illustrations contained on our website, within our brochures and literature are approximate only, intended only to indicate the character of the goods

All colour images illustrated are for guidance only

It should be noted that all Twinfix bar systems must be installed at a minimum 5 degree pitch

The dimensions of goods are subject to manufacturing tolerances customary within the trade.

Technical details including spanning capabilities are available on our website. It is the customer's responsibility to review all the technical information provided and satisfy yourself that the product you are purchasing is suitable for your requirements.

Order Progress

In order to achieve optimum lead times for the delivery of the materials, where applicable, we will need you to provide all necessary survey/specification/dimensional information promptly. No works can commence until such information is provided.

If your information (or any required payment) is delayed for any reason our estimated lead times cannot be guaranteed.

Contract documentation

This quotation, the attached conditions of contract and any documents referred therein are the only basis on which Twinfix will contract. Any other conditions contained or referred to in any correspondence or order from you is excluded. In the event that we are requested to start work on site, then our works will be governed exclusively by these documents.

In the event that any assumptions stated in this quotation are incorrect, then this will be treated as a variation to the contract and entitle Twinfix to claim additional costs.