

<b>Customer Details</b>
Company Name
Contact Name
Telephone
Email
Address

<b>Instrument Details (tick box as applicable)</b>	
Brand	Model
Serial	
Printer Serial	
Printer <input type="checkbox"/>	Charger <input type="checkbox"/>
Clamps <input type="checkbox"/>	Probe <input type="checkbox"/>
Case <input type="checkbox"/>	Sniffer <input type="checkbox"/>
Other:	

<b>Reason (tick box as applicable)</b>
Calibration <input type="checkbox"/> Repair <input type="checkbox"/>
Same Day <input type="checkbox"/> 24H/R <input type="checkbox"/> 3-4 Working Days <input type="checkbox"/>
Notes

<b>Declaration</b>
<p>We recommend an <b>annual</b> service and calibration of your instrument to maintain high standards of measurement accuracy. If on inspection, a fault is not found or the instrument is returned without the work being carried out, a handling fee of £45+vat will be charged. On some occasions the work may have to be completed by the manufacturer of the product. Test equipment not collected after 6 weeks will be disposed of.</p> <p>I hereby agree to the terms and conditions.</p> <p>Signed _____ Date _____</p> <p><b>Do you consent to being notified by email for future calibrations and sent applicable updates?</b>      Yes <input type="checkbox"/>      No <input type="checkbox"/></p>

<b>Collection Details</b>
Collected By
Date
Signature

7 Balloo Crescent, Balloo Industrial Estate, Bangor, Co. Down BT19 7WP  
 Tel: 028 9146 1111 • Fax: 028 9127 1013 • Email: calibration@gasproducts.co.uk



# HAMILTON GAS PRODUCTS LIMITED TERMS & CONDITIONS

## ABOUT US

If you need to contact Hamilton Gas Products Limited, please contact us using any of the details, or methods of communication, outlined below.

Our Contact details:

Hamilton Gas Products Limited  
7 Balloo Crescent, Bangor, County Down, Northern Ireland, BT19 7WP  
Phone: 02891461111

VAT number: GB 254 0714 80 or XI 254 0714 80 or IE9807549F  
Company number: NI053912

## MAKING A PURCHASE

Making a purchase could not be easier. Just add any items from the Website that you wish to buy into the shopping cart. After you have finished your selection, click on the shopping cart and on the 'PROCEED TO CHECKOUT' button, and you will be asked for a few details that we need to be able to complete the order.

You may also make a purchase by telephone by phoning 02891461111 or in person at our trade counter located at 7 Balloo Crescent, Bangor, County Down, Northern Ireland BT19 7WP.

We accept Visa, MasterCard, Maestro and Paypal.

If you have made a mistake in your order and cannot correct it in the shopping cart, contact us and we will correct the mistake.

The order process allows you to check and amend any errors before submitting your order to us. Please take the time to read and check your order at each page of the order process. After you place your order, you will receive an email from us acknowledging that we have received your order. However, please note that this does not mean that your order has been accepted or indicate that a contract exists between us. We will indicate acceptance of your order when we send you an additional email confirming acceptance of your order. The contract between you and us will only be formed when we send you such email confirming your order and payment for such order. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently underpriced or overpriced goods, or we are no longer able to supply a particular product. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

## PRICE

The price of any products will be as quoted on the Website and is inclusive of VAT. We use our best efforts to ensure that the prices of products quoted are correct. However, if we discover an error in the price of a product, we reserve the right to amend this as set out in the previous paragraph.

Prices of products quoted on the Website do not include delivery charges which are set out separately on the Website.

## PRODUCTS

We sell liquefied petroleum gas ("LPG") appliance products (including associated labelling, packaging and equipment). We do not sell LPG. Any queries or orders with respect to the supply of LPG should be directed to Calor Gas Teoranta or their authorised partners or retailers.

## Shipping and Handling

COLLECTION Orders can be collected from our trade counter located at 7 Balloo Crescent, Bangor, County Down, Northern Ireland, BT19 7WP.

For current carriage charges, please check the Delivery Info at: <https://www.gasproducts.co.uk/delivery-information>.

## Delivery Schedule

We aim to dispatch your order by the next business day following your order being confirmed. We will normally send your order to you within 1-4 business days following your order being confirmed. International orders are generally received in under 5 business days, however this may take longer than this depending on the country. In any event your order will be fulfilled by the estimated delivery date set out at the time of your purchase, unless there is an Event Outside Our Control (as defined below).

If we are unable to meet the estimated delivery date because of an Event Outside Our Control we will contact you with a revised estimated delivery date. We will not be liable for any failure to perform or delay in performance of, any of our obligations under a contract that is caused by an Event Outside Our Control. An "Event Outside Our Control" means any act or event beyond our reasonable control including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster, or failure of public or private telecommunications networks or impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport. If an Event Outside Our Control takes place that affects the performance of our obligations under a Contract: (a) we will contact you as soon as reasonably possible to notify you; and (b) our obligations under a contract will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control. Where the Event Outside Our Control affects our delivery of products to you, we will arrange a new delivery date with you after the Event Outside Our Control is over.

The goods will be the responsibility of the customer from the completion of delivery. You own the goods once we have received payment in full, including all applicable delivery charges. You must inform us within three business days of your order being confirmed if the goods are lost or damaged in transit so that we can make a prompt claim against the delivery company and correct the problem. Please quote your order number in all correspondence.

Additional delivery information and costs are set out at: <https://www.gasproducts.co.uk/delivery-information>.

You agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.

## BACKORDERS

If your item is not in stock, we will backorder it for you. You will always be contacted with the option to cancel your order if you would rather not wait.

## TAX CHARGES

### UK

For orders made from the UK, VAT at the UK standard prevailing rate is added. Currently, this rate is 20%.

### European Countries

For customers placing orders in any EU country, VAT will be added at the standard prevailing rate of that EU country. If you are a VAT registered business in the EU and you enter your VAT number, your order will be zero-rated.

### Outside the UK and the EU

There will be no VAT added for orders placed from outside the European Union. Your order may then be subject to import duties and taxes, which are applied when the delivery reaches its destination. Please note that we have no control over these charges, and we cannot predict their amount. You will be responsible for paying any such local sales tax or import duties arising at the delivery destination, as these are not included in the price of the products.

## CREDIT CARD SECURITY

When orders are placed via the Website, credit card numbers are encrypted and are only decrypted after they reach our computer. They are not held in clear text on any website.

We do not store customers' credit card details.

## GUARANTEE AND WARRANTY

We guarantee your satisfaction. All of our products come with a 30-day 'no quibble' guarantee and if you are not fully satisfied with any product we will provide you with a full refund of the purchase price subject to and in accordance with our returns policy set out later in these Terms & Conditions.

In addition to our 30-day 'no quibble' guarantee, all of our products are supplied with a minimum of one year's warranty subject to the conditions listed below. If your goods develop a fault within the warranty period, we will as quickly as possible, repair or replace the item for you, and if we are unable to do this we will offer you a refund subject to the conditions listed below:

- All gas appliances and components are installed by a competent person. It is the law that all gas appliances are installed and serviced by a competent person in accordance with current gas regulations, building regulations, codes of practice and bylaws of the relevant local authority. To avoid confusion and doubt, in the United Kingdom, we deem a competent person to be a Gas Safe Registered Installer/Engineer. In the Republic of Ireland, we deem a competent person to be a RGI Registered Gas Installer/Engineer.
- All gas appliances and components are installed in accordance with the manufacturer's instructions.
- Proof of installation and or a commissioning certificate from a Gas Safe Registered Installer/Engineer in the United Kingdom or a RGI Registered Gas Installer/Engineer in the Republic of Ireland, in accordance with the manufacturer's instructions.
- All appliances are regularly serviced and maintained by a Gas Safe Registered Installer/Engineer in the United Kingdom or a RGI Registered Gas Installer/Engineer in the Republic of Ireland, in accordance with the manufacturer's instructions.

Wherever possible, we will also pass on the benefit of any manufacturer's warranty to you.

## PRIVACY POLICY AND DATA PROTECTION

You can find our Privacy Policy here.

## RETURNS POLICY

You can find our Returns Policy at: <https://www.gasproducts.co.uk/privacy-policy-cookie-restriction-mode>.

## OUR PRODUCTS

The images of the products on the Website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.

The packaging of the product may vary from that shown in images on the Website.

## LIABILITY

If we fail to comply with these Terms & Conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of these terms or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into the contract. We accept no liability to you for any loss of profit, loss of business, business interruption, loss of business opportunity or for other indirect or consequential loss where and to the extent that such losses do not arise as a direct result of our breach of these Terms & Conditions or negligence. We do not in any way exclude or limit our liability for (a) death or personal injury caused by our negligence (b) fraud or fraudulent misrepresentation (c) any breach of the terms implied by section 12 of the Sale of Goods Act 1979 (d) any breach of the terms implied by section 13 to 15 of the Sale of Goods Act 1979 (description, satisfactory quality, fitness for purpose and samples) and (e) defective products under the Consumer Protection Act 1987 or Consumer Rights Act 2015.

## THIRD-PARTY RIGHTS

This contract is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise. However, if you are a consumer, the recipient of your gift of a product will have the benefit of our warranty, but we and you will not need their consent to cancel or make any changes to these Terms & Conditions.

## GOVERNING LAW

This contract shall be governed by and construed in accordance with the laws of Northern Ireland and the parties agree to submit to the exclusive jurisdiction of the courts of Northern Ireland.