

CALIBRATION AND SERVICE BOOKING FORM

Date: _____

Customer Details

Company Name

Contact Name

Telephone

Email

Address

Instrument Details (tick box as applicable)

Brand

Model

Serial

Printer Serial

Printer Charger Clamps Probe Case Sniffer

Other:

Reason (tick box as applicable)Calibration Repair 24 hr Calibration Other Hire

(Battery must be charged)

Notes

Declaration

We recommend an **annual** 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, an examination fee of £25 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.

I hereby agree to the terms and conditions.

Signed

Date

STAFF USE ONLY

Staff Member

Deposit (Hire only)

Signature

Work Completed

Price

7 Balloo Crescent, 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, Balloo Industrial Estate, Bangor, Co. Down BT19 7UP
Phone: 028 9146 1111
Fax: 028 9127 1013
Email: enquiries@gasproducts.co.uk
VAT number: GB 254 0714 80 or IE9807549F
Company number: NI053912

APPLICATION OF GOODS

Contracts and orders are accepted upon and subject to the conditions below. Unless expressly accepted in writing any qualifications of these conditions in any written or printed document of the customer shall be deemed to be inapplicable.

MAKING A PURCHASE

You can make a purchase by telephone (+44 028 91461111), in person at our trade counter located at 7 Balloo Crescent, Balloo Industrial Estate, Bangor, Co. Down BT19 7UP or via our website (www.gasproducts.co.uk / www.gasproducts.ie).

Please note that separate terms and conditions apply for purchases made via our website.

We accept Visa and MasterCard.

PAYMENT TERMS

Payment shall be required to be made within 30 days of the date of our invoice to the customer. If the customer fails to make payment due to us in accordance with these terms, we shall have the right to charge interest on the overdue amount at the rate of 2% per annum above the Bank of England's base rate accruing on a daily basis from the due date for payment until the date of actual payment of the overdue amount.

PRODUCTS

We reserve the right to modify products without prior notice.

SHIPPING AND HANDLING

COLLECTION Orders can be collected from our trade counter located at 7 Balloo Crescent, Balloo Industrial Estate, Bangor, Co. Down BT19 7UP.

CARRIAGE is paid on all parcel orders above the following values for each area:

UK Mainland, Northern Ireland and The Republic of Ireland £100.00 + VAT. Below this value carriage will be £3.95 + VAT for parcels up to 1.25Kg in weight; all parcels above this weight will be charged at £6.61 + VAT.

Please note there are certain items we can not offer free shipping on due to the bulk/size of the item. These items will offer you a shipping charge for your area under the product description.

Example products 63mm MDPE Gas Pipe, Rinnai 1004 Gas Heater etc.

PALLET PRICING:

Northern Ireland £21.00 + VAT
Republic of Ireland £45.00 + VAT
Scotland Wales & England at cost + VAT

Orders for LESS than 3 coils of copper WILL INCUR A STANDARD CARRIAGE CHARGE, as will all single coils of MDPE in the following sizes 20mm, 25mm & 32mm, regardless of order size (this only applies to parcel deliveries and not pallet deliveries). 63mm MDPE will be charged at cost - no exceptions.

DELIVERY SCHEDULE

We aim to deliver your order by the next business day following your order being confirmed. For orders made in Northern Ireland and the Republic of Ireland, we will normally send your order to you by the next business day following your order being confirmed. For orders made in England, Scotland and Wales, we will normally send your order to you within 1-3 business days following your order being confirmed. International orders are generally received in under 5 business days. 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 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.

If you order goods from our catalogue for international delivery your order may be subject to import duties and taxes which are applied when the delivery reaches that destination. Please note that we have no control over these charges and we cannot predict their amount. You will be responsible for payment of any such import duties and taxes. You must comply with all applicable laws and regulations of the country for which the goods are destined. We will not be liable or responsible if you break any such law. Please contact your local customs office for further information before placing your order.

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.

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

BACK ORDERS

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

TAX CHARGES

For orders made from the UK or the European Union excluding ROI, VAT at the UK standard prevailing rate is added. Currently this rate is 20%. For customers placing orders in the Republic

of Ireland VAT will be added at the standard prevailing rate which is currently 23%. There will be no VAT added for orders placed from outside the European Union.

GUARANTEE

We guarantee your satisfaction. All of our products come with a 7 day 'no quibble' guarantee.

REACHING US

If you need to reach us, please email us using the address above, alternatively, you can call on 028 9146 1111 (International +44 028 9146 1111) or fax us on 028 9127 1013 or write to us at Hamilton Gas Products Limited, 7 Balloo Crescent, Balloo Industrial Estate, Bangor, Co. Down BT19 7UP.

PRIVACY POLICY AND DATA PROTECTION

We do not disclose any personal data (as defined in the Data Protection Act 1998 (the "Act")) to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10.00 to meet our costs in providing you with details of the information we hold about you.

RETURNS POLICY

Your rights to return goods are protected under the EU Distance Selling Directive (Directive 97/7/EC).

If you are a consumer, you are entitled to cancel your order and return the goods within 7 business days (starting from the day after you receive the products). You can do this by contacting us by email or telephone and quoting the order number supplied to you.

If you are a business, goods which have been correctly supplied to you and may be returned for credit, and shall be credited in the full amount paid for the goods less a 15% handling charge less carriage at cost paid on such goods.

The cancellation rights under this returns policy do not apply in the case of any made-to-measure or custom-made products. Refunds will be paid within 30 days. Please note, you are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This returns policy does not affect your rights when we are at fault - for example, if goods are faulty or misdescribed.

Any goods returned must be in a re-sealable condition and in their original packaging.

These terms apply to your order. We amend these terms from time to time. Every time you wish to order products, please check these terms to ensure you understand the terms which will apply at that time.

None of these terms affect your legal rights and these are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the terms to minimum extent necessary to comply with the law and without affecting the validity or enforceability of the remainder.

FAULTY GOODS should be returned by you to us, at your own expense, within 7 days of delivery. Such goods will not form the basis of any claim for work done or for any loss, damage or expense whatsoever arising directly or indirectly from such a claim. Goods must be accepted as defective. Where such goods are accepted by us as defective, we will refund the price of a defective product in full, any applicable delivery charges, and any reasonable costs you incur in returning the item to us. We reserve the option to repair goods, or to replace them with goods similar to those ordered. Where goods have a manufacturing fault the item must be labelled detailing the nature of the fault. This information is required by the manufacturers in order to credit us. In some instances there may be a time delay in raising the credit, as the product may need to be checked by the manufacturer's technical department.

CLAIMS for damage to or shortage of the goods must be notified to us in writing within 3 days of delivery. Non receipt of the whole or part of the consignment must be notified to us within 7 days from date of dispatch. Claims outside these periods cannot be accepted. No responsibility can be accepted for damaged material or burst parcels on delivery unless we are immediately notified by fax or phone only. Please note that any other method of notification of damage to or shortage of the goods or other complaints relating to the goods and/or their delivery shall not be accepted by us.

SAMPLES

Notwithstanding that a sample of the goods may have been exhibited or shown to you and inspected by you, it is hereby declared that such samples are solely to enable the customer to judge the quality or the type of goods and do not constitute a sale by sample under the contract. You shall take the goods at your own risk as to their corresponding with the sample or as to their quality, condition or sufficiency for any purpose.

SCHEDULE ORDERS

A scheduled order calling for delivery spread over a defined period shall constitute authority to manufacture and shall define the customer's ultimate delivery. You are at all times liable for current total scheduled stocks and works in progress.

LIABILITY

If we fail to comply with these terms, 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 or loss of business opportunity, or for any indirect or consequential loss. 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.

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.

WARRANTY

All goods supplied by us have a manufacturer's warranty of 1 year from date of manufacture, to be free from defects in materials and workmanship under normal use and service.

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.