



Conditions of Sale to Export Customers

All orders are accepted to us subject to the following:

Prices and Discounts:

All prices shown are net and exclusive of VAT. Prices are correct at time of going to press and whilst every effort will be made to maintain these prices, we reserve the right to change them without notice. Our price lists show SSP (suggested UK selling price) and Export prices, which are net and not applicable to any further discount unless agreed in writing.

Descriptions & Substitutions:

We take every care to ensure illustrations and descriptions within our catalogues are accurate. We reserve the right to change product descriptions & specifications where necessary. We may also substitute a product and will in the event of this not being acceptable, gladly issue a full credit.

Delivery & Payment for Export:

Payment for orders is required in full for the total order value by bank transfer. You must ensure all bank charges are covered by you when instructing your bank so the full value reaches our account. Delivery terms are ex-works. Shipping costs are dependent on the weight and dimensions of the consignment. A quotation for the cost of shipping will be provided once the order is confirmed, if required. Once an order has been confirmed and packed, any changes or amendments may be subject to a surcharge. Confirmed orders will be held for receipt of payment for a maximum of 14 days. Upon confirmation to you that goods are ready for collection, goods must be collected within 5 working days. Failure to collect within this time frame will incur a surcharge for storage of 3% per week of order value. Cancelled orders will result in a cancellation fee of 30% of order value. All orders will be subject to a minimum order value of £200 net.

Credit Facilities:

Credit facilities may be considered after trading satisfactorily for 12 months on a pro-forma basis and subject to credit check approval. To set up an account a completed credit application form and a signed "conditions of sales" must be provided.

Goods will be invoiced the day they are ready for collection. Payment terms are strictly net 30 days from invoice date and accounts must be current before further shipments are made. We reserve the right to charge interest on overdue accounts at a rate of 1.5% per month plus any finance charges incurred. All goods remain the property of Commotion Ltd until payment has been made in full.

FOB Customers:

A payment of 30% of total order value is required upon order placement. The remaining balance will become payable prior to shipping. Shipping documents including Bill of Lading will not be released until payment is received.

VAT:

Customers within the European Community are reminded they should provide their VAT Registration Number when placing an order. If no VAT number is provided, we will be required to charge VAT.

Service & Returns:

Shortages or damaged merchandise must be reported in writing within 7 days of the receipt of goods. It is the customer's responsibility to check the number of parcels received at the time of delivery.

Returned goods will not be accepted without prior authorisation from a member of the customer service team. All items will be inspected upon return and must be in a re-saleable condition to be eligible for credit.

A 15% handling fee will be charged on all returns other than goods returned under a guarantee, or damages.

For goods showing visible damage on the shipping carton, please ensure the carrier records damages on the bill before accepting delivery. Goods damaged in transit must be reported immediately and cartons saved until your claim has been settled.

Warranty:

All goods supplied are guaranteed for a period of 12 months from the date of invoice. Any item found to be defective through faulty materials or workmanship will be replaced or refunded on account.

Variation:

In no circumstances will Commotion Ltd be bound by any addition to or variation of these terms unless agreed in writing with the Managing Director Timothy Coote. These conditions and the contract shall be subject to and governed by the Law of England.

I acknowledge receipt of Commotion Group's Conditions of Sale to Trade & Export as detailed above.

Sign _____ Print Name _____ Company Name _____ Date _____

VAT NO: 403 72 0004

Commotion Ltd. Company registration no. 1748507

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