



UK Terms & Conditions

Statement of Trading

- We only partner and offer trading facilities with legitimate and authentic resellers operating from a business premises and/ or using business facilities direct or via a 3rd party
- We reserve the right to refuse to supply

Account Facilities

- New accounts are set up on a proforma basis
- Upon completion of your first order credit facilities may be requested
- Subject to a satisfactory credit check, credit facilities may be offered

Prices and Discounts

- Our price list shows SSP (Suggested UK Selling Price), UK trade prices and Minimum Order Quantities/ Multiples of. These are not applicable for any further discount unless agreed in writing
- All prices shown are net and exclusive of VAT
- Prices are correct at time of issue and whilst every effort will be made to maintain these prices, we reserve the right to change them in exceptional circumstances

Order & Delivery Procedure

- Orders are subject to a minimum order value of £200 net. Orders below this value will not be processed
- Purchase Orders must be in writing and emailed to uk@commotion.co.uk
- Subject to stock availability, and workload, orders will be despatched within 7- 10 working days from receipt
- Delivery is free to the UK Mainland on orders over £500 net. Orders under £500 net will incur a carriage charge
- We reserve the right to place your account on stop if you exceed the terms of your account
- Cancellations may be subject to a cancellation, and where applicable, re-stocking fee

Direct Delivery Orders

- Direct Delivery orders are processed within 2 working days of receipt and are usually despatched within 5 working days of receipt on a next day courier service
- Carriage costs are included in the Direct Delivery prices

Proforma Customer Procedures

- Once an order has been received a proforma invoice will be emailed within 48 hours for goods in stock. It is your responsibility to check the proforma invoice and report any errors or changes immediately
- Out of stock items and their availability date will be advised. To proceed with ordering these items the options are:
 - Add them to the order and wait for all items to be in stock before shipment
 - Place the items on a separate back order
 - Cancel any back orders and ship all available stock
- Confirmation is required on how to proceed with the order. No amendments can be made after confirmation is received
- Orders will be held for receipt of payment for a maximum of 10 working days
- Payment is required in full for the total order value. If bank charges are applicable, these must be covered by yourself when instructing your bank, so that the full order value reaches our bank account
- When payment has reached our bank account your order will be despatched within 7-10 working days
- Your VAT invoice will be emailed on the day the items are despatched
- Back orders will be shipped when they come into stock or advised upon receipt of a new order. Payment will be requested at this time



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Account Customer Procedures

- Once an order has been received an order acknowledgement will be emailed within 48 hours
- Out of stock items and their availability dates will be advised. It is your responsibility to check the order acknowledgement and report any errors or changes immediately
- Items will usually be despatched within 7 - 10 working days providing your account is not on stop
- A sales invoice will be emailed on the day the goods are despatched
- Payment terms are strictly net 30 days from date of invoice, unless agreed in writing.
- We reserve the right to charge interest on overdue accounts at a rate of 1.5% per month, plus any financial charges incurred.
- Credit facilities may be adjusted at any time

Warranty & Quality Assurance

- All our products are tested to meet the relevant safety standards
- All products supplied are guaranteed for a period of 12 months from the date of invoice

Delivery Shortages & Damages

- Shortages or damaged goods must be reported with photographs of packaging and products, via email, within 5 working days of receipt. It is the customer's responsibility to check the number of parcels received at the time of receipt
- For goods showing visible damage to the outer packaging, please ensure the carrier records the damages on the delivery note before accepting the delivery. Goods damaged in transit must be reported immediately and packaging saved until your claim has been settled
- Any claims of faulty or damaged goods must be reported in writing, with supporting photos, to our Customer Service team, via uk@commotion.co.uk, who will send the required documentation to be completed
- Items found to be defective through faulty materials or workmanship will either be repaired, replaced or a credit note raised against your account

Unwanted goods

- Goods may only be returned once authorised by the Customer Service team in writing at the customers cost
- A handling fee (of up to 15%) may be charged on returns
- Goods will be inspected upon return, they must be in their original packaging and in a re-saleable condition to be eligible for credit

Descriptions, Digital & Printed Media

- We take every care to ensure that illustrations and descriptions of our products are accurate, and we reserve the right to change product descriptions and specifications where necessary
- Customers of Commotion Ltd may reproduce, solely for the purpose of selling or marketing, our content and images in print or digital media, ONLY products which have been purchased from Commotion Ltd. This includes TickiT® branded media and materials

Variation

- All goods remain the property of Commotion Ltd until payment has been made in full
- In no circumstances will Commotion Ltd be bound by any addition to or variation of these terms unless agreed in writing by a Company Director. These conditions and the contract shall be subject to and governed by the Law of England
- I acknowledge receipt of Commotion Ltd.'s UK Terms & Conditions as detailed above

EU General Data Protection Regulation

- We only use your data to contact individuals about our news, products, offers and services. It is stored on our secure internal system and is not sold on to any third parties
- You can choose to unsubscribe at any time by clicking the unsubscribe link in the footer of any marketing email you receive from us, or by contacting us at info@commotion.co.uk
- We will always treat your information with respect. For more information about our privacy practices please visit our website www.commotion.co.uk

Signed _____ Print Name _____

Company Name _____ Date _____

VAT No: GB 403 720 004