

# TRENDCO CONDITIONS OF SUPPLY

## **ALL GOODS ARE SUBJECT TO THE FOLLOWING CONDITIONS:**

1. All goods shall remain the property of the seller until they have been paid for in full.
2. Monthly accounts shall become due and payable at the end of the following month, i.e. January supplies will be due for payment at the end of February etc. Thereafter interest may be charged at the Bank of England Base Rate for the time being in force on overdue accounts until the debt and interest thereon shall be recovered in full.
3. All orders shall be subject to availability of supplies and to the acceptance of the seller.
4. Goods returned for crediting must be in the same perfect condition as supplied.
5. All goods for return must be received by the seller within 14 days of the invoice date in order to offer a full refund; the seller reserves the right to charge an administration fee of no lower than 10% of the item value for late, damaged, incorrectly documented or incorrectly packaged goods.
6. The seller must receive notification, in writing, within 7 days of the invoice date of any damage to/or shortage concerning any consignment.
7. Whilst every effort shall be made to despatch goods on the date requested the seller shall not accept liability for any delay in the delivery of such goods.
8. All expressed or implied conditions of warranties, statutory or otherwise, not expressly included in these Conditions of sale are excluded.
9. All sales shall be subject to the seller's right to cancel if circumstances include war, riots or insurrection, actions of governments, revocation of export and/or import licences, strikes and force majeure.
10. No variation in the conditions shall be effective unless in writing and signed by the seller.
11. English law shall govern the agreement between the parties.
12. All retail purchases, which are proven to be of faulty manufacture or not as advertised will be eligible for a full refund or exchange. Refunds or exchanges are not offered on retail purchases for reasons other than above. This does not affect client's statutory rights.
13. The seller reserves the right to amend prices, either increase or decrease, without prior notification.
14. If items are out of stock and have to be placed on back order a further postage charge will occur when sending out the items.
15. The seller reserves the right to terminate supply without prior notice
16. The seller reserves the right to refuse supply to any applicant or customer.

## **PRODUCT WARRANTY**

- A.** The seller accepts no responsibility for goods returned faulty unless such goods can be fairly deemed to have become faulty due to any manufactured defect within the first three months of wear.
- B.** Hairpieces and wigs damaged due to customer abuse or neglect cannot under any circumstances be accepted for credit or replacement by the seller.
- C.** Under certain circumstances whereby the wearer would be inconvenienced a reduced price replacement will be offered.
- D.** The seller reserves the right to inspect any complaint piece which should be sent by recorded delivery post to the seller.