

#### PRICES AND SPECIFICATIONS. ORDERING.

Customers must place their orders using the exact Product Codes listed. We also ask that you check the quantities and the colours you require when ordering. Reed suggest you check your codes too, for errors, as once the goods are in production here at the factory the order will be due for payment as the order reads/ stands. Goods remain the property of Reed Chill Cheater Ltd until paid for in full. All prices are quoted in GB(£) including VAT. Product specifications and prices may change without prior notice. Please check our website for updated information on our products.

#### STOCK LEVELS

Reed Chill Cheater Ltd will not be held liable for stock shortfalls. We try to hold all our products in stock.

#### DESPATCH, LEAD TIMES

**Reed Chill Cheater Ltd will make every effort to despatch all ordered goods as quickly as possible.** Due to the nature of our business and the bespoke service we offer, our delivery times can vary.

Web site delivery times quoted are a guide only.

For express deliveries, please check for product availability and despatch cut off times.

Royal Mail and our Couriers offer excellent and reliable service world wide. However, shipments are not guaranteed by us to reach you within a certain time frame. No refunds will be made for shipments that do not reach the purchaser within a given time frame for any reason.

#### DELIVERIES

Deliveries to the customer from Reed should be checked within 24 hours of delivery.

If there is a picking or packing error with your goods, then this should be reported to us within this time. The delivery will be considered 'Accepted' by you otherwise and no further action will be taken after this time.

Deliveries to customers that are refused by the purchaser for any reason will be charged a 10% restocking fee. In addition, any and all shipping costs incurred in the transaction will be charged to the purchaser.

#### RETURNS - CONTACT US FIRST PLEASE.

We ask that customers contact Reed Chill Cheater before sending back returns and exchanges. Please accompany any returns with an original invoice or packing slip with a completed returns docket of why you wish to return the goods, and what you would like us to do and your daytime contact email/ telephone number. This will speed up your return or exchange at our office. Returns and exchanges that are damaged, soiled, not in their original packaging, will not be accepted. We cannot accept responsibility for parcels returned to us that are lost in transit.

#### UK HEALTH AND SAFETY REGULATIONS AND RETURNS

We ask that customers **wash and thoroughly dry all used items** that are being sent back for rework, repair.

Reed Chill Cheater will be unable to handle items returned to us that are not clean and thus fail to comply with statutory UK Health and Safety regulations. Reed Chill Cheater accept no liability for the return to the customer of goods sent to us **that do not comply with our Health and Safety regulations.**

#### OVERSEAS RETURNS

**Unless previously agreed by us,** we will not pay for any import duties or shipping fees on any returned Overseas parcels or boxes from customers. Please check first with your carrier if these charges are due to be collected at point of delivery. Such packages will not be accepted or signed for at our Reed office.

#### INTRANSIT DAMAGE, INTRANSIT LOSS

Damaged packages (Intransit Damage) should be reported to the driver as "UNCHECKED AND DAMAGED".

When a signature is required, for overseas customers, please check that if you sign for Damaged Goods, this does not remove Reed Chill Cheater's right to report and claim for damages. We are unable to replace goods to customers, if we are unable to make an insurance claim to our Courier, due to your actions. For Damaged packages, please also retain all original packaging. Please also make a note of how the outside/ inside of the package was damaged and if there are any items in the package that are missing.

## INTRANSIT DELAY AND LOSS

If your goods fail to reach you, then we ask that firstly you contact your local sorting office, and or Post office to check if the package is waiting there. Rarely there are delays with Royal Mail but delays can happen. Please check with us for the date that your goods were despatched. After contacting your local sorting office we ask that you wait a further 12 working days before contacting our office to report the package loss.

## PAYMENTS

Payments are currently in Sterling GBP. Payment by foreign currency will be taken at the Exchange rate for that currency on the day of payment.

## ADMINISTRATION CHARGE FOR OVERSEAS BANK TRANSFERS

On international orders we can take payment by BACS transfer.

Payment by BACS will incur an added £12.00 administration charge on each International payment in order to cover the costs to us of receiving customer Bank Transfers. Goods will not be despatched until the amount outstanding has been cleared at our bank.

## OFFERS

All Reed offers and promotions are valid for set periods of time. These are subject to change and no prior notice will be given. Please check with our website for the latest information

## REED CHILL CHEATER GUARANTEE AND "LIMITED WARRANTY"

All Reed products are fully guaranteed to the original owner against defect in materials and workmanship for one year. If we find any Reed product is defective, at our option, we will repair or replace the product, or refund the purchase price of the product. Reed is not responsible for products used commercially or for the effects of normal wear and tear, accidents, abuse, alteration, modification, misuse or improper care. Reed makes no other express warranties beyond the terms of this limited warranty. Reed will not be responsible for any consequential or incidental damages caused by or resulting from the use or performance of Reed Chill Cheater products.

## DATA PROTECTION AND REED PRIVACY POLICY

All information and customer data is collected lawfully and maintained in accordance with the Data Protection Act 1998. Your personal details will only be passed to other companies involved in the processing of your order. None of your personal details will be passed to any other third parties for any other reason.

By providing your details to Reed Chill Cheater Ltd, you consent to us maintaining, recording, holding and using the information you give us at the time of ordering.

## COPYRIGHT 2010

All copyright, design rights and all other intellectual property rights existing in our designs and products, and the images, text and design of this document are and will remain the property of Reed Chill Cheater.

## ARBITRATION

The validity, construction and performance of any sales agreement is governed by the law of England. The place of arbitration shall be England, and the language of arbitration shall be English.

## STATUTORY RIGHTS

The information held within this document does not affect your statutory rights.

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