

## **TERMS AND CONDITIONS**

Delivery dates will vary from product to product, however, if you have a deadline that needs to be met you MUST inform us before ordering the product. We will always do our utmost to meet your time scales, however this cannot always be guaranteed.

Unless otherwise instructed, ALL orders will be sent via normal 2<sup>nd</sup> class Royal Mail Services. Ceramics and other large and/or bulky items will be sent via a courier service such as DPD or UPS etc. Please note that delivery to BFPO number will incur a separate charge as levied on us by the BFPO service.

ALL payments are to be made by a single cheque in Pounds Sterling. All major credit cards are welcome (not AMEX). Multiple cheques will NOT be accepted for a single invoice. Our terms are payment with order unless prior arrangements have been made. Credit terms are strictly 30 days and we reserve the right to charge interest on overdue accounts.

All complaints, order shortages & undelivered orders are to be made in writing within 31 days of the order despatch date. Any complaints made after this time will not be considered. All complaints must be made in writing. Complaints made by phone must be backed up by a letter, fax or email.

VAT will be charged at the current UK rate.

All British Forces serving outside of the UK will be charged VAT at the current rate unless a VAT exemption certificate is supplied with every order.

As a manufacturing company, we reserve the right to increase prices without warning or notice as and when our raw material increases in price.

Occasionally, a slight variation in the colour of raw materials occurs. This is completely beyond our control.

ALL computer tapes and software for embroidery designs and ALL artistic works, including colour separations, remain the property of Terrane Ltd. Existing software, including customers own designs will NOT be released or supplied to anyone. It is also the policy of Terrane Ltd NOT to use any other companies' software.

Terrane Ltd will NOT be held responsible, in any way whatsoever for any customer(s) design(s) that infringe National, Eu or Worldwide copyright laws. We will try to advise you, but it is the sole responsibility of the customer(s) to ensure that their design(s) do NOT breach any copyright laws. Terrane Ltd enforces copyright law and the law of 'pass-over' strictly, and if there is any doubt as to the ownership of a design, it is the responsibility of the customer(s) to prove ownership.

Terrane Ltd reserves the right to sell 'over-runs' of customers products to aviation enthusiasts. Total exclusivity must be agreed in writing between the customer(s) and Terrane Ltd prior to production.

All goods remain the property of Terrane Ltd until full payment is received.