



TERMS & CONDITIONS

1. General - H & P Polishing UK Ltd Metal Beverley House 153 – 155 Tyburn Road, Erdington, Birmingham B24 8NQ is hereby referred to as H&P. Finishing hereby refers to processes used by H&P either singular or multiple such as stripping, metal polishing or electro plating to obtain the desired results for a customer. Goods, items, articles of work either a single component or dismantled into many separate components that is either given to H&P or discussed in a view to finishing by the customer will hereby be referred to as item(s).

2. Quality of work and delivery - H&P nor its suppliers can be held responsible for any damage or dissatisfactory results caused or achieved in the process of carrying out finishing other than loss of goods or damage by negligence to item(s). All procedures, chemicals and processes applied to item(s) are done so solely at customers own risk no responsibility will be taken by way of damages to items through the finishing process.

H&P makes no claims nor warranties as to the results or quality of any estimated finish or achieved result. H&P will at its own discretion offer to re-apply finishes if it believes the achieved result is substandard or below the standard that it deems acceptable based on a number of factors such as the shape, quality of metal, composition of metal, purity of metal, thickness of metal, age and condition of metal for any given item(s). Dissatisfactory results or damages must be drawn to the attention of H&P on delivery. Any dispute arising from such issues must be made to the company and in writing by post or email at its trading address within 5 days of invoice date. No responsibility for damage or quality of finishing will be granted unless H&P has made a declaration of receipt of such notice in writing. H&P makes no warranty or guarantee whatsoever that item(s) will be fit for use after a finishing process has been applied. Due to the nature of metal polishing and electro plating and the subsequent alteration of surfaces through polishing and plating items of this nature are finished at the owners own risk. Customers are advised to mark any areas of item(s) that should be avoided to minimize this risk. H&P will endeavour to mask, avoid and or protect any areas that a customer has marked but makes or implies no such guarantee by nature of the process. H&P makes no guarantees by way of completion or delivery dates nor does it offer any compensation by way of payments or reduction of charges for claims made by customers arising from late delivery of goods. Failure to provide the opportunity to rectify, at our discretion, any parts deemed inferior by the customer, will deem any claim or negotiation of invoice refund/reduction void. H&P will at all times ensure to the best of its ability that any "given" delivery time is met but does not warrant, guarantee such dates. Customers should make H&P aware of any deadline before requesting finishing to be carried out and do so at their own risk.

3. In transit and on site insurances - Item(s) sent by post or courier are done so at owners own risk and customers are advised to ensure that items are properly ensured and covered whilst in transit and in the possession of H&P and its suppliers. H&P cannot be held responsible for damage or loss of goods in transit.

H&P will not accept any responsibility for item(s) unless signed for by a recognised agent of the company or its representatives. Any item(s) sent by H&P will be done so on behalf of the customer and deemed the responsibility of the delivery agent and its insurers. H&P cannot be held responsible for any claim in respect of goods stolen from its premises or motor vehicles used by the company or its employees. Any such claim will be passed to the relevant insurers and any crime reported to the police. H&P will not be held responsible for any loss or dispute arising from such claims. Any loss or damage of item(s) caused by suppliers carrying out finishing under the companies instructions are the sole responsibility of the supplier. H&P cannot take responsibility for negligence, loss or theft of goods caused by suppliers of services used in the day to day running of the business or in the process of carrying out work to customer's item(s). Any such claim shall be treated as the responsibility of the supplier.

4. Payment - Payment is due prior to delivery or collection of goods unless a trade account has been opened or late payment agreed. Payment is required in cleared funds, payable by bank transfer, cheque or cash. We do not presently accept cards. Any agreement to accept a reduction of an invoice due must be agreed by H&P in writing. No verbal agreements made or suggested by any employee or representative will be binding unless made in writing by an authorised representative or employee of the company. Goods remain the property of H&P until paid for in full. A pro-forma invoice will be raised during the process of works and once paid, works will be completed and made ready for despatch. Submission of invoice does not constitute completed works but indicates work is reaching completion stage. Failure to make payment within 28 days of invoice may, at H&P's own discretion, accrue storage charges at a rate of ten percent of invoice value or Fifteen Pounds GBP whichever is greater per calendar month. Failure to make payment for services within 28 days of date due may result in H&P disposing of customers goods at "scrap metal" value. Customers experiencing payment problems should notify H&P and make a minimum payment arrangement of 50% of the amount due to avoid such action.

H&P cannot be held responsible for any loss resulting from the disposal of customer's goods. H&P may at its own discretion sell bad debts to a third party company after a period of 28 days from the due date.

I have read and fully understand the terms and conditions.

Signed

Dated