

## TERMS & CONDITIONS

1. All prices detailed are on a supply only basis (unless stated otherwise), are exclusive of VAT and are valid for 90 days.
2. Payment for goods is required strictly within 30 days from the end of month of invoice unless otherwise agreed in writing prior. Failure to pay within these terms may impact of further supply of goods.
3. Placement of any order will automatically confirm acceptance of all Flamefast terms & conditions outlined herein and will supersede any customer terms detailed on any order.
4. Flamefast reserve the right to change product specifications without prior notice.
5. If goods are found to be damaged in transit, this must be reported in writing within 3 working days of receipt accompanied where possible with photographs of the outer packaging and goods.
6. All Flamefast products are covered by a strictly parts only warranty and no liability will be accepted for any costs that may be incurred during the diagnosis or replacement of any faulty products. This includes labour and downtime.
7. Equipment warranties and limitations are as follows;
  - a. Flamefast Gas Safety Systems 5 Years
  - b. Flamefast Sensors & Transmitters 3 Years (excludes any sensing elements)
  - c. Third Party Equipment 12 Month from manufacturer (excludes any sensing elements)
8. Deliveries can only be made to the address detailed on the purchase order. Any change in delivery address will only be accepted on receipt of a revised purchase order.
9. Any goods deemed faulty are to be returned to Flamefast for testing at the expense of the customer, after which a report will be produced. If a manufacturing fault is found, replacement goods will be issued within 10 working days along with a credit to cover the cost for returning the faulty item in line with our standard delivery charges (please confirm this cost prior to returning any item).
10. If replacement goods are required immediately, an order will be required for to the full value of the goods in question. Once the faulty goods are received by Flamefast you may be credited pending the outcome of our examination.
11. If an engineer is requested to attend site (depending on availability), attendance will not be made without receipt of an official order prior to cover at minimum our standard call out fee. If on site a manufacturing fault is found there will be no invoice raised and replacement goods free issued.

Unless requested on the order, Flamefast will not issue any replacement parts that are not faulty due to a manufacturing defect. If the customer requests that (if necessary) replacement goods be issued, a maximum authorised value must be stated on the order and the goods will be charged at the original supply cost.

Note: The attendance of a Flamefast engineer on site is for fault diagnosis only. The replacement of any parts will be done so at the engineer's discretion.

12. Unwanted goods or goods ordered by mistake of the customer are to be returned in the original packaging and are to be unused or tampered with in anyway. Provided the goods are returned within 90 days a restock charge of 25% of the Nett value will be incurred to allow for retesting. After 90 days this charge will increase to 50%.

In regards to any goods manufactured or procured for a specific requirement (including project specific third party equipment) or non-standard Flamefast items (including ALL electrochemical sensors), we reserve the right to invoice in full following the cancellation of any orders.

Note: We will not accept return of any gas sensors after 30 days due to the shelf life of certain sensing elements.

13. Flamefast warranty and return periods are all effective from the date the goods are dispatched.
14. Any contract is divisible. Each delivery hereunder:
  - a. Shall be deemed to arise from a separate contract, and
  - b. Shall be invoiced separately and any invoice shall be payable in full in accordance with the terms of payment provided for herein without reference to and notwithstanding any defect or default in the delivery of any other instalment.
15. These terms shall be governed by and interpreted in accordance with the laws of England and Wales.