



Impression (Bolton) Limited Terms and Conditions for the sale of Products and services

Impression(Bolton) Limited (The Supplier), with a trading office and place of business at Unit 11 Peaks Place Business Park, Rossini Street, Bolton, BL1 8GJ are trading and acting in line and accordance with the law of England and Wales.

1. Definitions

Buyer: Is a client of the products and services offered by Impression(Bolton) Limited (Company reg number (07034425) and is to be referred to as THE BUYER

Agreement: An agreement between Impression (Bolton) Limited and THE BUYER where Impression (Bolton) Limited delivers a product or service that is specified in that agreement (QUOTATION).

Credit note: A receipt given to THE BUYER by Impression (Bolton) Limited which can be used to offset future purchases or decrease any outstanding invoices.

2. Applicability

These general terms and conditions apply to any offer and any initial or follow-up agreement between Impression (Bolton) Limited and THE BUYER. Impression (Bolton) Limited has declared these general terms and conditions applicable in all instances unless otherwise stated in writing to adjust or amend these terms and conditions.

Impression (Bolton) Limited reserves the right to amend or supplement these general terms and conditions.

THE BUYER'S general terms and conditions do not apply unless Impression (Bolton) Limited has explicitly consented to this in writing. In this case, supplementary agreements between Impression (Bolton) Limited and THE BUYER will be set out in an extra agreement document.

3. Prices and quotations

The products/services offered by Impression (Bolton) Limited are sold at the prices stated in the most recent quotation, unless agreed otherwise.

Products referred to in the brochure or from our website are for indicative purposes only and may be subject to change completely or slightly – no rights may be derived from them.

The prices quoted by Impression (Bolton) Limited always exclude VAT.

Impression (Bolton) Limited reserve the right to change its prices at any time, if the supply of materials, transport costs or trade market conditions or production conditions change significantly to what was previously agreed.

4. Payments, Guarantees, Repairs or Replacements

Impression (Bolton) Limited trades with clients on a Pro Forma or Credit terms basis, depending on the agreement between a particular BUYER and Impression (Bolton) Limited.

Standard credit terms are paid 14 Days from month end subject or satisfactory to client assessment. Impression (Bolton) Limited reserve the right to request shortened terms and/or pro-forma invoice payment under specific circumstances. All products, goods and services remain the property of impression (Bolton) Limited until paid for in full.

Impression (Bolton) Limited reserve the right to outsource collection of outstanding debts or to transfer them to third parties. All litigation costs connected to the collection of outstanding invoices is payable by THE BUYER.

THE BUYER will be liable for Compensation and interest due on each invoice pursuant to the Late Payment of Commercial Debts (Interest) Act 1998

Unless explicitly agreed otherwise, all payments by THE BUYER, in whatever manner effected, will be used to reduce the collection costs, subsequently to reduce the interest due and to reduce the sum of the invoices left unpaid.

Impression (Bolton) Limited have the option to establish a credit limit for THE BUYER. Once the credit limit has been reached, THE BUYER must pay the outstanding amount or part or full before the next order is dispatched, in spite of any agreed payment term not having expired yet. Impression (Bolton) Limited can engage the services of third parties to determine the credit limit.

Impression (Bolton) Limited reserve the right to transfer or recover any outstanding debt from THE BUYERS Holding Company or Ultimate Holding Company (where applicable) if THE BUYERS is in breach of Impression (Bolton) Limited payment terms. By issuing a purchase order or accepting delivery of the goods or services in part or in full you are agreeing to the term set out.

Impression (Bolton) Limited payment terms shall apply to the sale contract to the exclusion of any other Terms on which any purchase has been given to Impression (Bolton) Limited from the Buyer.

Impression (Bolton) Limited can provide guarantee (depending on the product category) on the products you purchase from Impression (Bolton) Limited starting from the purchase date.

Impression (Bolton) Limited will replace faulty items if the problem were to arise in this guarantee period. Impression (Bolton) Limited will not take responsibility for damage where there is reason to believe that misuse, neglect or accidental damage has taken place.

Guarantee repairs/returns must be returned to Impression (Bolton) Limited at THE BUYER'S own cost. Please do not return goods without prior authorisation.

To claim using the guarantee THE BUYER must immediately inform Impression (Bolton) Limited of any defect within the guarantee period. Impression (Bolton) Limited will then decide whether the

defect is covered by the guarantee. If the defect is covered, you will be asked to send images of the product along with its proof of purchase back to Impression (Bolton) Limited. The product will then be repaired or replaced, and Impression (Bolton) Limited will deliver corrected goods back to THE BUYER

The cost to return the goods are the responsibility of THE BUYER. If the product is irreparable and is no longer in production, it may be replaced with a comparable successor product. Incidental and consequential damage are not included under this guarantee. The guarantee is limited to the value of the product.

All images online and on marketing collateral are for illustrative purposes and design is subject to change.

7. Shipping

Impression (Bolton) Limited endeavours to dispatch in-stock items the same day or next day depending on the time of the order from THE BUYER.

Transit times in the UK as standard are 1-2 working days. Transit time outside of the UK vary and should be agreed at the time of quotation or the order confirmation.

Most orders are dispatched within 1 to 5 working days of receiving the order, Impression (Bolton) Limited will notify THE BUYER of any delay.

If THE BUYER is not notified of any delay and haven't received the items within five days of the dispatch period, then please notify Impression (Bolton) Limited immediately.

Prices quoted are ex works and delivery charges are applicable throughout the UK and Europe.

If THE BUYER believes the wrong items have been sent, then please inform Impression (Bolton) Limited immediately. If that is the case, then Impression (Bolton) Limited will arrange for collection of the incorrect item(s) and THE BUYER will be sent a replacement order.

The goods may be dispatched to THE BUYER or to a location or multiple locations provide to Impression (Bolton) Limited without warning unless Impression (Bolton) Limited are warned otherwise. The courier will re-attempt unsuccessful delivery once again the following day should there be no-one available to accept it the first time. If there is no-one to accept the delivery a second time around the items will be returned to Impression (Bolton) Limited. In this case THE BUYER will be called to rearrange a delivery date and charged for re-sending the goods.

Any dates quoted for delivery are approximate only. Impression (Bolton) Limited is not liable for direct or indirect loss as a result of a delay in the delivery of Goods and cannot offer compensation.

If a force majeure event prevents Impression (Bolton) Limited from delivering Goods within the quoted delivery date, Impression (Bolton) Limited is not liable for any resulting loss or damage on behalf of the BUYER and cannot offer compensation.

8. Damaged goods

If THE BUYER believes the goods that have been ordered are not in the appropriate condition upon delivery, then please ensure that the goods are signed for as 'DAMAGED'.

It is THE BUYERS responsibility to ensure the goods signed for are in the correct condition and Impression (Bolton) Limited are not responsible if the goods are accepted and signed for without stating 'DAMAGED' if this is the case.

In the case of a non-conformance please inform your Impression (Bolton) Limited Account Manager within 48 hours from receipt of signed goods. You may be required to provide images of the non-conformance where possible to assist your sales representative with providing you with the best possible solution.

9. Return Shipping or Refunds

THE BUYER is responsible for arranging and paying for shipping costs for returning any product. Shipping costs are non-refundable. Where applicable a re-stocking fee of 20% will be charged.

No refunds will be given for bespoke items that have be manufactured in part OR in full by Impression (Bolton) Limited whether delivered or not.

10. Printing Errors

Impression (Bolton) Limited will not be liable for any printing or typographical errors. It is THE BUYERS responsibility to ensure all content is correct.