

## **Terms & Conditions – Essential Workplace Safety Sign Solutions**

These Terms & Conditions apply to all purchases made through our website or brochure.

By placing an order with us, you agree to the following:

### **1. Orders & Minimum Spend**

- The minimum order value is £25.
- Orders over £150 (excluding VAT) qualify for free delivery (Mainland UK only).
- All prices shown are exclusive of VAT, which will be applied at the current rate.

### **2. Delivery & Collection**

- Standard delivery charges are:
  - £9.75 (Mainland UK)
  - £30.00 (Highlands & Islands)
- Delivery for signs supplied with panels and poles will incur a fixed charge of £45 per order, regardless of order size, due to transport requirements.
- Orders can also be collected from our warehouse at no additional cost between 9:00am – 4:00pm, Monday to Friday (excluding Bank Holidays).

### **3. Prices & Logos**

- There are no additional charges for applying your logo to a sign.
- Signs ordered without a logo are charged at the same advertised price.

### **4. Installation Services**

- Fitting of safety signs can be arranged for locations within the UK Mainland only.
- Installation will incur a separate charge, agreed at the time of quotation.
- Please contact us by phone or email to discuss installation arrangements.

### **5. Payment**

- Full payment must be received before goods are dispatched or collected, unless otherwise agreed in writing.
- We accept payment via BACS transfer or credit/debit card via a secure payment link, which can be sent to you with your invoice.

## **6. Returns & Refunds**

- Standard (non-customised) products may be returned within 14 days of delivery for a refund, provided they are unused and in resaleable condition.
- Customised or logo-printed products are non-refundable unless defective.
- Refunds will be processed once returned goods are inspected and approved.

## **7. Damaged or Missing Items**

- Customers must inspect goods upon delivery and report any damage or shortages within 48 hours.
- We may request photographic evidence to process claims.

## **8. Lead Times**

- Most signs are dispatched within 72 hours, subject to stock availability.
- Customised orders may take longer, with lead times confirmed at order stage.

## **9. Liability**

- We accept no responsibility for delays caused by third-party couriers, weather, or circumstances beyond our control.
- Our liability for defective goods is limited to the replacement or refund of the affected items.
- We are not liable for indirect losses, including business interruption, loss of profits, or consequential damages.

## **10. Health & Safety**

- Customers are responsible for ensuring that the signs ordered are appropriate for their intended use and comply with relevant legislation.

## **11. Governing Law**

- These Terms & Conditions are governed by the laws of Scotland.
- By placing an order, customers throughout the UK agree to submit to the jurisdiction of the Scottish courts for any disputes arising under these terms.