

1. Terms and Conditions

These are the terms and conditions of our agreement which apply to all purchases of products by you and Trent Products (Trent Control Panels Ltd) and you should read them carefully. We reserve the right to vary these terms and conditions from time to time and therefore it is your responsibility to check them before you make a new purchase. Changes will apply to any subsequent orders received.

2. Order

You can submit an order for products to Trent Products (Trent Control Panels Ltd) by phone to our office, Tel. 01782 844688 or e-mail to info@trentproducts.com. All prices are reflected in the £UK Sterling and exclude VAT (unless otherwise stated). Delivery is charged as described on the website. We are under no obligation to accept your order, but would normally do so where the product is available, the order reflects current pricing and your credit details have been approved.

For all customers in the UK and other European Union Countries – VAT is charged at the standard rate. Documentation is enclosed with the goods to confirm that VAT has been charged.

Our VAT registration number is UK 787 0725 93.

3. Acceptance of order

We will notify you of our acceptance of your order by e-mail shortly after we receive it and at that point a binding agreement between us will be in place on these terms and conditions.

If we do not accept your order for any reason or the price of the product has increased between the time of the order and our acceptance of it (or if a supplementary delivery charge applies), we will email you to advise you of the change. You will then need to resubmit your order. A proforma invoice will be

raised on all first orders placed until a credit account has been approved and opened.

4. Delivery

We make every effort to deliver all products within the United Kingdom within 10 days of acceptance of your order. Where this is not possible, we will notify you.

All deliveries will be made to you at the address specified by you in the order. We may, at our discretion and expense, deliver parts of your order separately. All deliveries must be signed for by you and you will be responsible for the products as soon as they are delivered. Ownership of the products shall pass to you once we have received payment in full. If we cannot deliver the products to you at the address you have specified for any reason (other than when we are at fault), we will notify you and store the products. If you wish us to redeliver the products to you, you will be charged for such re-delivery. If we do not hear from you within 28 days, we will cancel the order and refund your payment to you less any reasonable delivery charges we have incurred.

5. Prices and Payment

We reserve the right to change a price in exceptional circumstances. If a price is corrected due to exceptional circumstances, customers will be informed of the charge before payment is processed and offered the opportunity to cancel the order.

If an order is placed for an item with an erroneous price, and the erroneous price is less than the cost price of the item, we reserve the right to offer to process the order at cost price or the opportunity for the customer to cancel the order.

Prices on orders for out-of-stock or pre-release items are valid for one week after the order is placed. If the price changes when stock becomes available customers will be informed of the change before payment is processed and offered the opportunity to cancel the order.

We will invoice your account for payment at the time when the goods are despatched. We take every reasonable care to ensure that your order and subsequent transactions are conducted via a secure link. As we are not responsible for the operation of the secure link we will not, unless we are negligent, be liable for any loss you may suffer if a third party obtains

unauthorised access to any information you provide via such link. If products are not available for any reason after we have accepted your order, we will let you know. We will not charge you for these products and will refund any amounts already paid (if any).

6. Right to withdraw

You have the right to withdraw from this agreement, but this right ends seven days after the date we deliver the products to you. You will not have to pay for any products and any amounts you have been charged will be repaid to you by way of a credit to your account within thirty days. HOWEVER, we may have delivered (or dispatched) the products you have ordered. In this circumstance, you must return the products to us and pay the costs in doing so. To avoid this, we recommend that you advise us as soon as possible if you wish to exercise this right to withdraw. If you wish to withdraw, please telephone our Customer Service Centre on 01782 844688 or write to our Customer Service Centre at Trent House, Dewsbury Road, Fenton, Stoke-on-Trent ST4 2TE. Any products returned must be received by us in the same condition and, to the extent possible in the same packaging as when we delivered them to you. If any returned goods are not faulty and the goods contain software that has been opened a 25% restocking fee will apply.

7. Warranties

The products which are sold via this website have been designed to comply with the statutory legal requirements and relevant safety standards of the United Kingdom. We can therefore make no representation or warranty that any product is compliant with health, safety or other legal requirements which apply outside the United Kingdom. The majority of products will be covered for a period of 24 months from delivery, from defects in materials and workmanship.

We will replace products (or, where relevant, the faulty part) free of charge or, refund to you the price of the products by way of credit to your account. This only applies if the instructions governing the use of the products have been followed. This does not affect your statutory rights as a consumer.

8. Emails

All emails to you will be forwarded to the address you specify to us. It is important that you provide an accurate and valid email address otherwise we

will be unable to accept your order. You must also ensure that if this address changes between submitting your order and delivery of the products by us to you, you advise us of the new address. We will not be responsible for failure to perform under this agreement where such failure is attributable to a change of address.

9. Complaints

If you have any complaints or comments about our website or any of the products or services supplied or provided to you, please contact us on 01782 844688 or by writing to us at Trent House, Dewsbury Road, Fenton, Stoke-on-Trent ST4 2TE.

10. Descriptions

To the best of our knowledge and belief, the product descriptions on the site are accurate and up-to-date, but we are continually working to improve our products and so specifications or design changes may be made from time to time which have not been reflected on the site. We include images of products on our site to help you with your selection. However, slight variations, for example, in colour, should be expected. All measurements and weights are approximate.

11. Business Customers

If you are a business or if goods are used wholly or in part for business purposes, we shall not be liable to you for any business loss including loss of profits, (whether direct or indirect) data, revenue, goodwill, or incidental, or consequential loss that you may suffer as a result of the purchase of goods from us. Any other liability shall be limited to the price paid for the goods. We do not exclude our liability for death or personal injury. You will not export any goods purchased from us in contravention of United States of America export controls.

If you have a credit account with us payment is due 30 days after the date of our invoice and we may charge interest for late payment calculated daily at 4% above HSBC Bank plc base rate both before and after judgement.

12. General

We will not be liable to you for any breach of our agreement, for delay or failure to perform if the delay or failure is due to acts of God, civil commotion, riots, floods, drought, fire, legislation or other cause beyond our reasonable control. This does not affect your statutory rights. If we choose not to enforce a right under our agreement, that decision will not prevent us from enforcing other rights or the same right on a later occasion. Our agreement will be governed by English law and any disputes will be resolved non-exclusively by English Courts.

13. Privacy

We take your privacy very seriously and will treat all of your personal information in accordance with all applicable data protection laws in the UK. Please read our privacy statement located within this website.

14. Trading Name

Trent Products is the trading name for **Trent Control Panels Ltd.**

Registered Company Number 4313650.

VAT Number UK 787 0725 93.

We recommend you print out a copy of these terms and conditions for your future reference.