These terms and conditions do not affect your consumer statutory rights.

These terms and conditions shall prevail over any other terms or conditions contained or referred to in your order or in correspondence or elsewhere or implied by trade custom, practice or a course of dealing between the parties.

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1.3. A person who is not a party to a contract with us has no rights under the Contracts (Right of Third Parties) Act 1999 to enforce any term of the contract or to make any claim under or in relation to the contract.

2.2. Telephone orders for stock items will only be accepted if an official order number is quoted.

3. Orders will also be accepted via the fax or e-mail and will be subjected to these terms & conditions. It is your responsibility to ensure that your order is accepted by us.

6.1. Delivery will occur when the goods are ready for unloading at the delivery address, or when you take possession of the goods at our premises whichever is the earlier. Delivery dates or times mentioned in any quotation or acknowledgement of order or elsewhere are approximate and not of contractual effect and we shall not be liable to you for any failure to deliver on any particular date or dates, or at any particular time, nor shall time be of the essence of any contract.

6.2. Where we deliver to site it is on the understanding that there is a suitable road to the point on the site where the goods are to be delivered and that there is adequate loading and unloading facilities at the site to enable the goods to be delivered without causing damage to the goods or equipment and without posing a danger to the staff. If no such road exists delivery will be made to the nearest point to which, in the opinion of the driver, the goods can be delivered and in such case time shall be of the essence of the contract.

9.1. A charge may be made by us for any special packaging to cover the cost of labour and materials.

9.2. Pallets, crates and cases will be charged for but charges will be credited in full if items are returned to us carriage paid and in good condition, within 7 days of delivery.

10.1. We may in our sole discretion accept or reject the cancellation of any order after we have accepted such order. We will not accept the cancellation of an order for goods that are to be specially made or obtained or which are liable to deteriorate or expire rapidly.

10.2. You will not have a right of cancellation under clause 10.1 where the goods are made to your specification or are personalised or are liable to deteriorate or expire rapidly.

10.3. You will not have a right of cancellation under clause 10.2 where the goods are made to your specification or are personalised or are liable to deteriorate or expire rapidly.

11. RETURN OF GOODS

11.1. If you wish to return any goods for whatever reason you must notify us in writing and return the goods to us (at your cost) in good condition and acceptable to us within 28 days of the date of delivery. You will be responsible for the cost of returning the goods.

11.2. You must return the goods in their original packing and within 28 days of the date of delivery. You will be responsible for the cost of returning the goods.

11.3. If you have acknowledged in writing that we are prepared to accept such order.

12. FORCE MAJEURE

12.1. We shall not be liable for any loss, damage, delay or expenses caused wholly or in part by Act of God, outbreak of war, civil commotion, governmental policies or restrictions or control, including restrictions of export or import or any suspension of work by or on behalf of any Government, whether or not such suspensions are due to the Government's or other party's failure to make or perform any part of their obligations under this contract or on account of any other event whatsoever which is beyond our control, and in any such circumstance, we may void the contract for the goods delivered to your place of business or your direction under this contract.

13. NOTICES

13.1. Any notice hereunder shall be in permanent readable form and shall be deemed properly delivered if addressed to the party concerned at its principal place of business or last known address. Any notice hereunder shall be deemed to have been received by the party concerned if sent by first class post to that address and shall be deemed to have been received by the party concerned if sent by fax or email to the electronic address of that party indicated by us in writing or by e-mail to the electronic address of that party indicated by us in writing or by fax or email to the electronic address of that party indicated by us in writing or by fax or email to the party concerned.

13.2. Any notices served by fax or email shall be deemed to have been served on the other party at the time when such notice was sent to the electronic address of the other party indicated by us in writing or by fax or email to the electronic address of the other party indicated by us in writing or by fax or email to the other party.

13.3. Any notices served by first class post shall be deemed to have been served on the other party at the time when such notice was posted to the other party by either us or our agent at the address indicated by the other party in writing or at any other address to which we may have been notified in writing.

13.4. Any notices served by first class post shall be deemed to have been served on the other party at the time when such notice was posted to the other party by either us or our agent at the address indicated by the other party in writing or at any other address to which we may have been notified in writing.

14. GENERAL

14.1. These conditions apply to all sales of goods by aask Us Ltd and shall prevail over any other terms or conditions contained or referred to in your order or in correspondence or elsewhere or implied by trade custom, practice or a course of dealing between the parties. No variation or exclusion of any of these terms and conditions by you shall be effective unless written in advance by one of our Directors.

14.2. Any typographical or clerical omission in any sales literature, quotation, price list, acceptance to offer, invoice or other document or information issued by us shall be subject to correction without liability on our part.

14.3. Price lists and catalogues are published for information only and we reserve the right to alter without giving any notice whatsoever.

17. TITLE TO GOODS

7. TITLE TO GOODS

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1.2. These conditions apply to all sales of goods by aask Us Ltd and shall prevail over any other terms or conditions contained or referred to in your order or in correspondence or elsewhere or implied by trade custom, practice or a course of dealing between the parties.