



Terms and Conditions of Trading

Prices

Goods are charged at price ruling when dispatched. While most prices remain constant throughout the catalogue, special reductions may be offered for promotional reasons. All prices quoted are exclusive of VAT except where stated. Every effort is made to ensure that product descriptions, colours, etc are accurate however some variations may unavoidably occur.

Delivery

Bates Office Services Limited offer a free next day delivery service except where stated. Some products may be subject to longer lead times and this will be advised when necessary.

Payment Terms and Conditions

Due to the service and high discounts offered our payment terms do not allow for extended credit. Terms of payment are strictly 30 days from date of invoice. Should an account exceed these terms it may be put on hold and orders withheld until remittance is received.

Payment may be made by cheque payable to Bates Office Services Limited, by cash, credit/purchasing card (excluding American Express) or bankers automated crediting system to HSBC plc sort code 40-61-35 account number 00182867.

Orders are fulfilled on the condition that:

- i) Title to the goods remains with Bates Office Services Limited until payment in full for them is received.
- ii) The seller has the right to enter upon any premises where the goods may be found for the purpose of recovering such goods.

Returns Policy

Bates Office Services Limited offer a generous returns policy whereby any goods received which may be damaged, incorrect or faulty may be returned provided the following conditions are met.

- i) We are advised of the problem within five working days of receipt of goods.
- ii) Returns are in their original packaging.
- iii) All necessary documentation has been completed and returned to us.

Goods ordered incorrectly can only be returned within 7 days of receipt in all cases goods ordered incorrectly must be returned in brand new condition including all packaging. Shortages must be notified within 2 days of delivery. Special orders and non catalogue items are non-returnable.

A 15% handling charge may be levied where goods are supplied correctly and in good faith to a customers specification.

Data Protection Act 1998

1. We may transfer information about you to our financiers, who:
 - (a) may use, analyse and assess information about you, including the nature of your transactions, and exchange such information with other members of their group of companies and others for credit or financial assessment, market research, statistical analysis, insurance claim, underwriting and training purposes and in making payments and servicing their agreement with us;
 - (b) from time to time, may make searches of your record at credit reference agencies where your record with such agencies may include searches made and information given by other businesses; details of their searches will be kept by such agencies but will not be seen by other organisations that may make searches ;
 - (c) may give information about you and your indebtedness to the following:
 - (i) our or their insurers for underwriting and claims purposes;
 - (ii) any guarantor or indemnifier of your or our obligations to enable them assess such obligations;
 - (iii) their bankers or any advisers acting on their behalf ;
 - (iv) any business to whom your indebtedness or our arrangements with our financiers may be transferred – to facilitate such transfer;
 - (d) may monitor and/or record any phone calls you may have with them, for training and/or security purposes;
 - (e) in the event that they transfer all or any of their rights and obligations under their agreement with us to a third party, may transfer information about you to enable the third party to enforce their rights or comply with the obligations.
2. We will provide you with details of our financiers on request, including a contact telephone number if you want to have details of the credit reference agencies and other third parties referred to above from whom they obtain and to whom they may give information about you.. You also have a right to receive a copy of certain information they hold about you if you apply to them in writing. However a fee will be payable.