

Customer services policies and practices.

In addition to our standard terms and conditions of sale, for the avoidance of doubt and in the interest of good customer relations, please note the following policies and practices will apply. Non standard products. Where by prior agreement we accept orders for non-standard product the following conditions will apply.

1. Written orders will be required, and confirmation will be sent in writing. Any tolerances or quantity variations will be noted and must be accepted before production can commence.
2. We reserve the right to over or under deliver by +/- 10% and to consider the order complete.
3. All non-standard goods are non-returnable unless deemed to be faulty.
4. Orders for non-standard product may not be cancelled once the order has been accepted and confirmed in writing by Hot Press.

Export dispatch policy.

1. Unless by prior agreement in writing, all goods are dispatched "EX WORKS". This means that responsibility for insuring the goods against loss or damage in transit is the responsibility of the consignee.
2. Whilst we will do everything in our power to ensure goods are received in good time and in good order, we cannot be responsible for claims where goods are lost or damaged in transit.
3. Please ensure goods are carefully checked upon receipt and do not sign acceptance if there is any doubt about the consignment. If you are unable to check thoroughly, we suggest you sign "UN-CHECKED".
4. Any discrepancies should be notified to the freight forwarder immediately or at most within 7 days, and advised to Hot Press at the same time.

Goods return policy.

1. Hot Press will not accept returns without prior authorisation. Goods returned without authorisation are liable to be refused which may result in additional costs for the consigner.
2. All goods are non-returnable except where they prove to be faulty.
3. Standard goods ordered in error may be accepted for return with prior agreement. In these instances a handling charge of 15% of the invoice value will be applied and all costs associated with the return are for customers account.

Minimum Order-Small Order Handling Charge.

1. Invoices with a net value of £75 (before the addition of VAT) or less will be subject to a small order handling charge of £10. In addition, such orders will attract a delivery charge of a further £10.