

Terms and Conditions of Trading

Products

In addition to the items contained in this catalogue we are able to source a vast range of additional office products and bespoke items.

Therefore if you are unable to find the item you require please contact our Customer Service Department who will endeavour to source the item on your behalf.

Prices and Description

Goods are charged at price ruling when despatched. VAT is extra on all prices except where stated. We reserve the right to change products and prices without notice. Whilst every effort is made to ensure product descriptions, colours etc are accurate, some variations may unavoidably occur.

Delivery

Unless otherwise stated items ordered from this catalogue will normally be available for delivery next working day. Should you require same day delivery please contact our Customer Service Department who will advise you of availability and the carriage costs.

For orders with a value of less than £30 we reserve the right to apply a small order charge of £3.00, otherwise deliveries are free of charge.

Payment Terms and Conditions

All accounts are due for settlement on the last day of the month following the date of invoice, unless otherwise agreed in writing.

Payment options are either by credit transfer, cheque, credit, debit or purchasing card.

Orders are fulfilled on condition that (a) title to the goods will not pass to the Buyer until payment in full for them and all other goods supplied by us has been received (b) the purchaser agrees to store the goods safely and mark them in such a way that they are readily identifiable as the property of GB-Office Group (c) the purchaser agrees to keep the goods supplied separate and hold them as bailee and agent for GB-Office Group until payment in full for them has been received (d) should the goods be sold or used in the normal course of business the purchaser agrees that until full payment for them has been made a sum of money equivalent to the invoiced value of the goods sold or used will be kept separate and identifiable (e) if the price of the goods remains unpaid after the due date the seller shall have the right to enter upon any premises where the goods may be found for the purposes of recovering possession of the goods and the cost to the seller of recovering the goods will be payable by the purchaser on demand.

Orders are accepted on the understanding that if any conflict arises between supplier's terms and purchaser's terms then the supplier's terms shall prevail in all cases (except where written permission has been obtained). Acceptance of the goods shall be proof of acceptance of supplier's terms and acknowledgement that supplier's terms were understood and agreed before the goods were ordered.

Returns Procedure

No goods can be accepted for return without prior agreement. No goods will be accepted for return after seven days from date of delivery except in the case of faulty or incorrectly supplied items. Any goods returned must be in original unmarked condition and packaging.

Packaging that has been defaced, written on, damaged or marked in any way cannot be accepted for return. No credits can be issued unless these conditions are met.

Items ordered specially on your behalf cannot be returned under any circumstances. A 15% handling charge may be levied on all returns, excluding faulty or incorrectly supplied items.

Force Majeure

Any quotation made, delivery promised, or order accepted, assumes, no shortage of raw materials, fuel or power (not withstanding that the Company has taken all reasonable steps to procure the same), shortage of labour or transport, breakdown or partial failure of plant or machinery at the Company's work or at the works of its suppliers or sub-contractors, nor interruption in the normal operation of the Company's work arising from Act of God, Government action, nor any acts, orders or regulations of Government, strikes or lockouts, industrial dispute, accident, fire, the elements, war, terrorists acts, civil commotion, riots or any other cause of whatsoever nature beyond the control of the Company and no liability can be accepted by the Company for any loss or damage resulting from any such circumstances.

Policy

Within our industry we have positioned ourselves at the top for customer service levels and for offering quality product at competitive prices.

As an Investor in People we are continually striving to improve our high standards of customer service and we believe it is important to invest in the training and development of our people in order to enhance and improve the overall performance of the company as a whole on an ongoing basis.