

# NEWLINE INTERACTIVE UK

## UK TRADING TERMS AND CONDITIONS

### PRICING

All prices shown are in pounds and is exclusive of VAT unless otherwise stated. All prices may be subject to change without notice and are set at the time of placing the order.

### DELIVERY

Newline Interactive offers a five to seven-day delivery service to UK mainland (this service is not guaranteed). Please note that if payment has not been made in accordance with the agreed payment terms or if orders exceed our agreed credit limit then deliveries may be delayed.

The company will take all reasonable steps to deliver the goods within the stated period but shall not incur any liability whatsoever due to any consequences of delayed delivery or carrier damage. Newline do not guarantee to get deliveries on site to meet installers and will accept no liabilities arising from delayed delivery or product damage consequently delaying installation.

Delivery is chargeable and will be stated at the time of quoting but can be added retrospectively.

Newline plan to ship from the UK and we will update our terms and conditions accordingly once this is set up.

## **DAMAGES/PRODUCT FAULTS**

All damages should be reported within 24 hours of delivery otherwise claims cannot be entertained. A description of any damage should be made on the consignment note before signing. Please take pictures of the damage as soon as you see this and register the damage within 24 hours of receipt. To report a fault, follow this link and scroll down to the Technical support section.

<https://newline-interactive.com/eu/contact-us/>

## **RETURNS**

Standard stock items may be returned subject to the following conditions:

- Goods are unopened and unused.
- Goods are returned within 14 days of delivery.
- A handling charge of 30% of the invoiced value plus the cost of carriage both ways will be levied. There will be an additional charge for re-boxing if the original packaging is not in a suitable condition for re-stocking.

## **PRODUCT WARRANTY**

**DOA policy:** Promptly upon the receipt of a shipment of Products, the customer (reseller or end user) shall examine the shipment to determine whether any item or items included in the shipment are in short supply, defective or damaged. Within 30 days of receipt of the shipment, the customer shall notify Newline in writing of any shortages, defects or damage which the customer claims existed at the time of delivery. Within 5 days of the receipt of such notice, Newline will investigate the claim of shortages, defects



or damage & inform the customer of its findings and deliver to the customer Products to replace any which Newline determines, in its sole discretion were in short supply, defective or damaged at the time of delivery. Newline will send the new unit/s with next customer order to replace the Products that are deemed DOA. As an option Newline can issue a credit note instead.

**RMA policy:** The Reseller should return the RMA units back to Newline for repair. Newline will return the repaired units or offer replacement.

Each party will cover the transportation expense for the faulty product/material.

**Panel Warranty - Within 36 months** of receipt of the shipment (Or unless otherwise agreed by Newline), Newline warrants Products under conditions of ordinary use and these can be repaired or replaced for free. The Reseller shall record and submit the serial number, the photos or video's which show the damaged or defects on Products which are within warranty to Newline & Newline will investigate the claim of defects or damage & inform the reseller of its findings, and deliver to the Reseller the Products to replace any which Newline determines necessary.

**OPS warranty and all other non panel related hardware - Within 24 months** of receipt of the shipment, Newline warrants OPS and Non Panel Products under conditions of ordinary use can be repaired or replaced for free. The reseller shall record and submit the serial number; the photos & or video's which show the damaged or defects on Products which are within warranty to Newline. Newline will investigate the claim of defects or damage & inform the Reseller of its findings and deliver to the Reseller the products to replace any which Newline determines necessary.

**Extended Warranties** are available and should be agreed at the time of the sale in writing. Education & public sector attracts a 5 years warranty and corporate warranties can be upgraded from 3 to 5 years for an additional premium.

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- Cancellation of Orders: standard stock items may be cancelled prior to despatch at no extra charge if confirmed in writing.
- Product Specification: due to Newline's policy of continuous product development, Newline reserves the right to change product specifications without prior notice and will not accept any subsequent liability as a result.
- Payment: our standard terms of payment are 30 days from the date of invoice. All payments should be made in the currency stated on the invoice in accordance with our agreed terms. If in default Newline reserves the right to charge interest on overdue accounts at a rate of 2.5% per month or part thereof. Newline reserves the right to withhold despatch of orders if the account is in arrears.
- Ownership of Goods/Retention of Title: the goods shall remain the property of Newline Interactive until paid for in full by the buyer. Should payment of the amount owing under Contract not be made when due, Newline Interactive reserves the right to remove and repossess the goods (and for that purpose shall be entitled to enter upon premises occupied by the buyer) in addition to exercising such other rights or remedies as may be conferred by law.
- Law and Jurisdiction: the Laws of the United Kingdom shall govern the validity, construction and performance of the Contract and these Conditions and each of the parties hereby agree to submit to the jurisdiction of the British Courts.
- UK WEEE Regulations: through purchase of any WEEE product, the customer is taking on the obligation to deal with the WEEE in accordance with the WEEE regulations in relation to the treatment, recycling & recovery and environmentally sound disposal of the WEEE.

**All orders are accepted subject to the above conditions**