

RETURNS AND CANCELLATIONS

Extract of Sikla's Terms and Conditions Clause 9

9.1 Goods supplied pursuant to the Contract cannot be returned without the Company's prior written authorisation.

The Buyer should send a written request stating which goods to return (item number and quantity) and identifying the correspondent Purchase Order and Delivery Note. Once received the Company's written authorisation and a Credit Advice, the Buyer should arrange the return delivery and inform the Company about the expected delivery date.

The Company will issue a Credit Note only after confirming that the goods are in a resalable condition.

Duly authorised returns:

- (a) shall be sent to the Company's premises at the Buyer's expense;
- (b) shall be subject to a handling charge of £30 or 20% of the value of the Goods, whichever amount is the greater;
- (c) must be in the official product range at the time of the return;
- (d) must be in a resalable condition;
- (e) shall be subject to a handling charge of 30% of the value of the Goods if it is not a stock item; and
- (f) return shall be made within one year (12 months) of purchase.

9.2 Once an Order Acknowledgement has been issued, the Buyer may not, without the Company's written consent, cancel an order for Goods which have been made to the Specification of the Buyer. (Bespoke goods result in a change of the Goods' off-the-shelf state once the order has been inputted onto the Company's ordering system.) The Company will invoice the Buyer for any work in progress (manufacturing labour, admin time, special transport, etc.) which has been prepared for this order if the Company consents to the cancellation. The same applies to returned bespoke goods.

9.2.1 If the item purchased is not a stock item, the Buyer has 24 hours to cancel the order without incurring any further charges. If the item is cancelled after that time, we reserve the right to charge the buyer a 30% restocking charge.

9.3 Once an Order Acknowledgement has been issued, the Buyer is permitted to cancel an order for Goods which have not been made to the Specification of the Buyer and are in their off-the-shelf state. The buyer should inform the Company of the cancellation in writing by email before the goods have been shipped or by 2:30pm the same day.

9.4 In the event that an order for Goods is cancelled in accordance with Clause 9.3 the Company reserves the right to invoice the Buyer for 5% of the value of the Goods cancelled.