

DELIVERY TERMS AND CONDITIONS

A GUIDE TO AXTER DELIVERY TERMS
AND CONDITIONS



GENERAL

Deliveries are on a multi-drop vehicle and in order to minimise the effect on other customers, it would be appreciated if offloading can be carried out as speedily as possible. If vehicles are turned away from site for any reason or if unloading takes a disproportionate amount of time, demurrage charges will be added to the invoice depending on the delays and costs incurred by Axter following such incident. The same applies for “made to order” products if delivery is delayed (before or after dispatch) or cancelled once the products are manufactured.

Delivery confirmations will usually be given by email at least 24 hours in advance of the delivery (where possible). Delivery dates and/or periods are quoted in good faith, but no liability is accepted for delays in delivery or for liquidated damages or any other penalty clauses however caused.

Instructions to manufacture or reserve materials will only be heeded once a firm written order has been received by Axter.

Should goods be returned due to reasons outside of Axter’s control then restocking and transport charges will apply.

Notification

Should you decide, once you have received a quotation or order confirmation, that the above conditions cannot be met, then you are advised to contact your Axter Technical Sales Manager immediately so that adjustments can be made.

These delivery conditions complement and do not replace Axter Ltd’s Conditions of Sale.

Customer returns

Axter Ltd cannot accept the return of any goods that have been correctly supplied against customer purchase orders. Returns will only be accepted in the unlikely event that the product has been supplied faulty or damaged. Your consumer rights as defined under the Consumer Rights Act 2015 will be fully complied with.

Safe off-loading

Axter materials are securely packaged for transportation purposes only. Material off-loading should be completed by personnel trained and experienced in safe material off-loading procedures. Prior to off-loading the materials and transportation packaging must be checked for security.

To ensure safe off-loading and prior to moving goods, Axter recommend that all materials are secured by netting or other means deemed acceptable by on-site health and safety personnel. Prior to making an order Axter recommend that an on-site assessment is conducted by the ordering party to ascertain site delivery and off-loading requirements, this information should be communicated to Axter’s Sales and logistics team. Axter Ltd will not accept any liability for damages, injuries and/or costs associated with material off-load.

DEPARTMENT CONTACTS

General Enquiries

(Monday to Friday: 8:00 to 17:30)

Telephone: 01473 724 056

Email: info@axterltd.co.uk

Sales & Logistics Department

(Monday to Friday: 8:00 to 16:30)

Katie Day

Sales & Logistics Manager

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DD: 01473 706 957

Administration

(Monday to Friday: 8:00 to 17:30)

Andrea Williams

Head PA to Technical Sales

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Accounts

(Monday to Friday: 8:30 to 17:00)

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Finance Administrator

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