

General Terms

- i. The following terms and conditions shall prevail over any other terms of trading of the Buyer. The Company amends the Terms and Conditions from time to time and the Buyer agrees to the Terms and Conditions that are in force at the time of placing an order. These conditions are governed by English Law and subject to the jurisdiction of the English Courts.
- ii. The Company reserves the right to supply goods to the Buyer upon investigation of the Buyer's financial or trade status. All goods and services supplied are subject to availability and The Company shall not be obliged nor liable to make any payment to the Buyer by way of compensation or damages for non-availability of products or services.
- iii. Due to continuous product development The Company reserves the right to change specifications and prices without prior notice. All quotations, technical information and price lists are prepared without prejudice and whilst every effort is made to ensure their accuracy, we reserve the standard E&OE terms.
- iv. The legal title of goods shall not pass to the Buyer until The Company has received full payment for the goods. All goods supplied shall be at the Buyer's risk from delivery.
- v. Stock items are usually dispatched within 3 working days. Estimated dates for delivery of non stock or special order items will be given on request, however The Company shall not be liable for damages for late delivery, for loss of profit (direct or consequential) or otherwise. Products not in stock may take up to 6 weeks or more for delivery. Delivery/small order processing charges will apply. Please request details of charges at time of placing order.
- vi. All goods supplied are covered by warranty to the purchaser, for a period of 24 months from date of invoice. This warranty becomes void if the goods supplied are subject to misuse, vandalism, incorrect installation or incorrect use. The Company shall not be liable for damages, for loss of profit (direct or consequential) or otherwise as a result of equipment failure. Please see Returns Procedure for any warranty claims.
- vii. Any discrepancies on the delivery of goods or invoices must be notified to The Company in writing within 3 days.
- viii. The Return of Goods procedure must be followed in the unlikely event that goods are faulty or have been incorrectly delivered.
- ix. All prices quoted are exclusive of VAT and the company reserves the right to amend its prices without prior notification. Formal quotations are valid for a period of 30 days. For formal orders that are placed with us (including via the online business account facility), prices will be held for a maximum of 12 months from date of order. After this period we reserve the right to update prices or the customer may cancel the remainder of an order that has not been dispatched subject to current cancellation charges..
- x. In the event of late or non-payment, we reserve the right to recover costs, legal charges and interest from the buyer.
- xi. Should a "force majeure" event occur, The Company will not be liable or responsible for the failure to provide goods or services. A force majeure event is defined as but not limited to, war, riots, civil unrest, terrorism, strikes, industrial action, fire, extreme weather event, natural disaster, failure of communications networks, failure of transportation links or health epidemic. This list should not be considered exhaustive

Flexi Points Loyalty Scheme

- 1 System installers can collect Flexi points on selected products that are purchased via the online store only and are redeemable using the Online Urmet Business Account only. The main account administrator is the only user able to redeem Flexi points, but all users can earn Flexi points.

- 2 The scheme is available to qualifying UK based business only and participation is at the discretion of The Company
- 3 Flexi points are valid for 2 years from the date of issue, after which they will expire and have no further value. Flexi points are not transferrable and have no cash value outside the online Flexi Points system. Flexi points cannot be redeemed when a customers account is on stop or overdue.
- 4 Flexi Points can only be redeemed at the time of placing an order online. Flexi points cannot be retrospectively applied to an existing order.
- 5 The Company reserves the right to adjust the customers Flexi points in any case, such as credits that may be issued, cancelation of order or due to any system or accounting error. This list is not an exhaustive list of reasons for the Company adjusting a customer's Flexi points.

Installer Certification Scheme

- 1 The Installer Certification Scheme is a ranking system that uses Flexi points have been earned in the last 4 quarters to determine the Membership Level of a Company. The scheme uses the number of Flexi points earned from Activity, Feedback and Training to determine the membership level.
- 2 The membership level is determined by the number of Flexi Points earned in the last 12 months, broken down into the 4 quarters.
- 3 Flexi points earned for Feedback and Training are available in your account at the beginning of the following quarter.
- 4 Membership levels are recalculated at the end of each quarter.
- 5 We reserve the right to revoke membership and benefits at any time without notice.
- 6 The Company accepts no liability for any harms or loss, as a result of change or revocation of membership in the Installer Certification Scheme.
- 7 Sharing of any benefits associated with membership with any 3rd party will result in revocation of membership.

The Flexi Points Loyalty and Installer Certification Schemes can be ended by the company at any time by giving 3 months' notice.

Delivery of Goods

For specific delivery charges please contact us for a quotation.

The Company shall not be liable for late delivery by the carrier, even when timed delivery is requested. Arrangements can be made for your own carrier to collect from our premises if required.

Any delivery dates provided by The Company are provisional only and not subject to any contract clause. The Company shall not be obliged nor liable to make any payment to the Buyer by way of compensation or damages for late delivery or non-availability of products or services.

The Company reserves to the right to make deliveries where the Buyer has not met their payment obligations or there is a material change in the company financial position.

Order Cancellation

The Buyer may cancel their order by giving notice in writing and subject to acceptance of cancellation charges to cover administration and procurement costs of goods as detailed below, from date of placement of order

Cancelation charge %	Standard products	Custom manufactured or special order from factory or other 3rd party supplier
0%	Up to 1 month	100% from approval to manufacture or call off request.
15%	Between 2 – 6 months	100% from approval to manufacture or call off request.
25%	After 6 months	100% from approval to manufacture or call off request.

Returns Procedures

All equipment must be returned in original packaging, and packaging must be unmarked.

Please follow the steps detailed below to ensure that we are able help and remedy any problems that you may encounter.

For Faulty Equipment

- Step 1 Ensure that the equipment has been correctly connected. If in doubt contact support@urmet.co.uk for technical support.

- Step 2 If there is an equipment fault a returns number will be issued. Please return equipment to us referencing this return number and provide us with the invoice number relating to this purchase. Ensure that the items are properly packed so that they do not get damaged in transit. Please ensure that you follow the instructions fully to return products to us and include your full contact details including an email address.

- Step 3 Faulty equipment will be repaired, or a replacement issued at the discretion of the supplier. If no fault is found will advise you by email and you will have the option to arrange for its collection or we can ship back to you for a minimum charge of £25+VAT. If we receive no response from you within 14 days we will dispose/recycle the item.

Equipment ordered in error or no longer required.

- Step 1 Contact the supplier within 14 days of delivery to check if goods can be returned. Certain goods that have been specially ordered e.g. special / custom panels or spare parts requested from the factory will not be accepted for return. Please ensure that all equipment and packaging returned is in brand new unused condition.

- Step 2 If the return is accepted a minimum charge of £25.00 or 15% of the equipment value + VAT will be charged. The customer is responsible for the cost of carriage back to the supplier. This Charge is subject to review without prior notice.

Credits and Refunds

Where appropriate we will raise a credit note to your account or issue a refund using the same method as the original payment.. If your account is in credit and you request a refund it will be processed within 10 working days in the same way as the original payment. In some cases where it is not possible to refund your card payment method we will request your BACS details to make the payment.