

# terms and Conditions



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QR / download

without prejudice:

## CLIENT ORDERS:

On confirmation of a client order, it is assumed that the client has read and understood the terms and condition herein and that consequently has automatically agreed to all the points stated and is fully aware of the set rules of product usage. (wall panel) - also included herein.

## PANEL TYPE - ORDER TIMES:

7'2" / (2184mm) Panels are usually in stock for smaller orders OR delivery usually takes 2-3 weeks from order confirmation (dependant on order quantities and location).

8' / (2438mm) Panels are 'Special Order' and usually delivery takes 3-6 weeks from order confirmation (dependant on order quantities and location).

The 'Making Period' of your order is usually marked on the quotation / invoice and starts from receipt of payment or confirmation (see above) - late payments will add to any agreed delivery schedule.

## ORDER CONFIRMATION / PAYMENT:

PRIVATE INDIVIDUALS / ORGANISATIONS / COMPANIES a Proforma-Invoice is sent, that must be paid before the order is started - later payments will add to any agreed delivery schedule.

LOCAL AUTHORITY - ORGANISATIONS / EDUCATIONAL INSTITUTIONS can confirm an order with a valid Purchase-Order that includes the direct number and contact details (phone and email) of the Finance Office for the payment of the Invoice.

EU - ORGANISATIONS / INSTITUTIONS / COMPANIES will be sent a Proforma-Invoice that must be paid before order is started.

## DELIVERY:

The 'Delivery Period' is additional to the making period and dependant on your location - Although we do our best to fulfil all our clients' orders on time, this cannot always be guaranteed and Connect Exhibitions Ltd cannot be held responsible for subsequent delays to any exhibition or event and payment must always be honoured by the client.

The delivery cost on a quotation is sometimes estimated for brevities sake and may be re-calculated after confirmation of the order and altered to the invoice.

Orders by 'LORRY ON PALLET' are delivered by a 3rd party Haulage Company to the 'door or floor' of a site or organisation, so arrangements for their careful removal and unpacking must be undertaken by 'The Client', any inspection of the 'Palletted Order' must occur on the moments of delivery / unloading - Before you sign the 'delivery note' - YOU MUST ('The Client') check that your 'palletted order' is not damaged externally (THIS IS A SIGN OFF NOTE AND CONFIRMS THE DELIVERY WAS UNDAMAGED)

The 'Palletted Order', once received, must be unwrapped and inspected on the day, or very soon after (1-5 days), for 'non-acceptable' (NOT easily repaired) damage inspection. Safe storage of the order is the responsibility of 'The Client' (especially in a construction site) and any delay in reporting damage of 'The Order' can invalidate the warranty and return-rights on individual items.

The panels that are delivered 'Primed White' means they may have 'acceptable' damage (easily repaired): minor marks, scratches or paint scuffs - caused by unpacking, handling and movement.

After the delivery has been made, any 'non-acceptable' damage must be accompanied with evidence, as the packaging should have protected the order - if no external damage to pallet has incurred.

Orders by 'VAN DIRECTLY' are delivered to the 'front door' of a site or organisation, any inspection of the 'Non-Palletted Order' must occur in the moments of delivery / unloading and any additional delivery within a building must be handled by 'The Client' - Although van deliveries are arranged and managed carefully, we cannot guarantee a definite delivery date and time.

The 'Primed White' panels come 'Ready for Use' - they are supplied ready for use to most exhibition standards but will still need 'End Blanks Sets' fitted and painted.

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## Definitions:

The Company - Connect Exhibitions Ltd.

The Client - The Purchaser of the product.

The Product - The company's retail products or product.

The Order - Products ordered by the client.

The Return - An order that is returned to the company.

Panel - Wall, unit/partition/divider/stand/panel/board.

Layout - Combined panels that are joined together.

Brackets - Accessory - joiner/clip/bracket.

## RETURNS:

### Your legal rights

When you buy goods from a UK business, in law you have several rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed. Also, details of the consumer's legal right to cancel without giving a reason, usually within 14 days of the delivery of goods.

### Our policy

In addition to your legal rights, the company will also allow the client to return goods if you simply change your mind. Please return the unused / undamaged / unaltered goods to us within 14 days and we will offer you a refund\*.

Full payment of invoices must also be made before any returns can be agreed – this applies to PO agreements where the later payment of invoices have been agreed.

(When orders are returned and delivered by a 3rd party haulier, unpacking of the returned order components is completed by Connect Exhibitions Ltd and inspected for any incurred transport and handling damage (minor scuffs and easily removable marks being expectable). If no additional transport and handling damage is found and the order returned is complete, a refund\* will be made. (Effective packing of the order products is essential as damage in transit is a common problem when delivered by a 3rd party haulier.)

\* The return is at the client's own expense. The refund will not include the costs of the original delivery (included on invoice) and there is an additional 20% surcharge for the handling of the return the order.

## CONNECT SYSTEM USAGE RULES (included in the printed instructions, given and downloaded).

Note: Before attempting to use or install Connect wall panels - any persons involved must have read and understood these instructions and must agree to follow the rules stated below.

### Before attempting to use the Connect System:

1. Use at least two people when installing the system.
2. Always make sure everyone involved has read and fully understood these instructions and is able to follow these rules.
3. Never use damaged Panels or Accessories.

### Making the layout configurations - (Layout Guide Rules):

1. Only use the layout configurations suggested in the Layout Guide (Page 2).
2. Never allow panels to stand on their own without a support.
3. Always start a Layout by making a 'Support Point'.
4. Always use two mid/perpendicular brackets (top and base) when creating a 'T' or 'X' support with a junction unit.
5. Never use more than 6 units between support points.
6. Always ensure that a line of 4 or more units has a support point at both ends.
7. Only use single panels for perpendiculars of 'I' or 'Fishbone' configurations
8. Only move individual panels, do not attempt to move a whole or part of a layout.
9. Always ensure that all the grey-rubber feet are adjusted to sit firmly on the floor at all points making the layout as stable as possible.
10. Always ensure that all joiners are correctly fitted, before and after layouts are to be used.
11. Connect does not recommend setting up layouts on a carpet - and cannot guarantee layout stability and integrity.

### Routine Maintenance:

1. Periodically ensure that all brackets have remained correctly fitted on a long-standing layout.
2. If a layout gets knocked or moved always check that the brackets have remained fitted correctly.
3. Always keep an up-to-date copy of instructions for training and the set-up of the panels. An updated copy of the instruction is available from the connect exhibitions website.
4. Always repair or replace any damaged brackets before using them.

### Storage:

1. For long term storage of the panels we recommend they are placed on their sides, as this will stop any bending / warping of the panels.
2. If the panels are to be stored upright, make sure they are placed face to face - this will reduce any bending of individual panels over time.
3. If possible, strapping the panels into a tight group makes them safer to store and stops any distortion of panels.