



# Terms and Conditions



Thank you for your purchase. The range is designed to be versatile, durable and life-like in both texture and range of movement.

TLT work closely with a UK designer and medical manufacturer to ensure that our products are produced to the highest standard using the best materials.

Please also read our information guidance on:

- After Care
- Handling and Storing
- Please ensure that your colleagues and learners have access to the information before using the TLT Tilly Head and PTU range.

## Terms & Conditions

Every TLT Enterprise Ltd transaction made or issued by ("the company") is made or issued subject to these General Terms & Conditions of Sale. These Terms & Conditions do not affect consumer's statutory rights as contained in current legislations governing the relationship between the buyer and the seller.

## Definitions

The Company means TLT Enterprises Ltd. The customer or buyer means the person who buys or agrees to buy the goods from the company.

## Acceptance of Orders

No order resulting from any quotation, pro-forma invoices or price listing or any other document made or issued by the company shall be binding unless and until it is accepted by the company. The company at its absolute discretion may accept or reject any order whether on account of the item being no longer available or for any other reason whatsoever.

## Product Specifications

The company warrants that the goods will correspond to the description given by the company. It is the responsibility of the customer to check the suitability of goods for any particular purpose before ordering.

## Returns, Terms and Conditions

The company hereby reserves the right to make without notice such minor modifications in specifications, designs or materials as may be necessary or describe by experience.

## Payment

The company's normal terms of business are for all payments to be made at the time of ordering with cleared funds, if payment is by cheque clearance of cheques may result in a delay for the despatch of goods. The order will be deemed as placed once the company has received



payment. Goods can be ordered by purchase order when an agreement account has been arranged.

## Delivery Time Scales

The times quoted (28 days) are quoted in good faith but shall not be binding. To facilitate a prompt delivery, please give a delivery address. All delivery instructions should be stated at the time of ordering (e.g. leave with neighbour, leave in secure porch). TLT Enterprises Ltd can accept no responsibility for transport delays or circumstances outside their control causing late delivery. Neither TLT Enterprises Ltd, nor their designated carrier will accept claims for consequential loss due to late deliveries.

Couriered parcels will be delivered weekly and despatched within 28 days of order date. Smaller parcels will be sent out via Royal Mail Special Delivery.

## Delivery Charges

Carriage is charged for the weight of total order, please note these prices may vary due to current postal charges.

## Damages and Shortages

The customer shall report any damages or shortages to the company within 7 days of delivery.

Provided prompt notice of transit damage or loss is given and provided it is proved to the company's satisfaction that such damage occurred in transit in the UK but not otherwise, the company will refund, repair or replace such equipment free of charge to the customer.

## Warranty

TLT Enterprises Ltd products are covered by our 1 year warranty.

## Returns

Whilst every effort is made to ensure our products meet client expectations if however, for any reason you wish to return a product could you please contact the sales office for a returns form and reference number. We request you clearly state your reasons for returning the product company returns form must be completed stating reasons for return, which will help us with our quality assurance.

## Product Misuse

Should any item malfunctions prove to be the result of abnormal use not intended for the purpose of the item or because of destructive usage then the company retains the right of any costs arising from such investigations. Equipment and investigating the causes of the malfunction shall be payable to the company.

## Liability

Under no circumstances shall the company be responsible for any indirect, incidental, or consequential damages.

The company will endeavour to acknowledge written complaints within 7 working days. The time it takes to reach completed resolution of complaints will be governed by the nature and complexity of the issue, but we will endeavour to ensure that customers are informed of the progress as appropriate.

