

# Ordering information, terms and conditions



## Ordering info/pricing

- All prices quoted are in UK pounds Sterling.
- All prices quoted are excluding VAT.
- Orders may be placed by fax/mail/e-mail, but must contain your official order number, product code, description and price and any special pricing or delivery arrangements. Please note that orders will only be accepted for full box quantities.

## Carriage

We have three levels of service:

- Standard 2-3 working days parcel delivery - charged at current rate - Free of Charge for orders over £150 (ex VAT).
- Guaranteed 48 hour parcel delivery - charged at current rate.
- Overnight parcel service - charged at current rate, (All overnight orders must be confirmed before 12.00 noon). Any pallet delivery required on any service other than our standard 4-5 day service will be charged at cost. Unreturned pallets may be charged at cost.

## Payment details

Terms on open account basis are strictly as per the invoice details. If payment is received outside our terms then we reserve the right to place an account on hold without prior notice and no further goods will be despatched until the account is settled. Copy invoices requested 2 months after due date of invoice are liable to be charged. For non-account customers we require payment with the order.

## Quotations

Please contact us for all your tender and quotation needs. We would be grateful if you could ensure that we have at least 5 working days notice to allow us to complete the information you require.

## Product enquiries

You can visit our website [www.intersurgical.co.uk](http://www.intersurgical.co.uk), here you will find information on Intersurgical, our product range, quality issues and new products.

For more detailed information about all products in the range, please call us direct on our Customer Care Line: 0118 9656 376.

## Technical enquiries

Intersurgical has a comprehensive library of technical information, and clinical papers which have been put together to assist our customers and we are happy to supply these upon request.

## Training materials

- Product literature
- Training manuals
- CD-ROMs
- DVDs

## Samples

All of the above are freely available to assist you in your training upon request. To allow you to evaluate our products it is Intersurgical's policy to allow a small number of free samples. Please contact us with your requirements or visit [www.intersurgical.co.uk](http://www.intersurgical.co.uk)

## Sales distribution data

Where the customer purchases products which are not delivered to an 'end user point' then our policy is to receive on a monthly basis, sales distribution data to indicate the following details; product code, description, quantity, purchase price and final delivery point.

## Ordering information

If you are placing or wishing to progress an order please contact our department direct on our Customer Care Line: 0118 9656 376

## Further information

If you require further information with regards to any of the enclosed please do not hesitate to contact us on our direct Customer Care Line: 0118 9656 376 or visit the website at [www.intersurgical.co.uk](http://www.intersurgical.co.uk)

All products and services are subject to our standard terms and conditions of sale. Copy available upon request.

## Proof of delivery

Proof of delivery can only be obtained for a period of three months after the date of invoice. If proof of delivery is not requested within this time outstanding invoices will be required to be paid in full. If hard copy proof of delivery is required a charge may be incurred.

If you have any queries relating to deliveries we must be advised within 3 working days from receipt. We cannot guarantee any action after this period of time.

## Returning goods

A telephone notification and authorisation must be obtained before returning any goods. We cannot credit any items returned to us unless full paperwork is enclosed. If any goods are damaged full credit will not be issued. A 20% handling charge will be levied on all returns. No custom made or special products can be accepted for return. Any returns must be full box quantity.

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**Please think before you print**  
Save energy and paper.  
If you must print this e-mail  
please print it double sided

Intersurgical Ltd is certified to ISO 14001, ISO 9001 and ISO 13485