

Cyrano Limited Terms and Conditions

Your custom is very important to us and we look forward to supplying you with all your tanning requirements for many years to come. In order that we may deal successfully together we would appreciate very much if you could read and comply with our terms and conditions as laid out below.

DEFINITIONS

Throughout these Terms and Conditions, the expression “the Company” refers to: Cyrano Ltd.

ORDERING PROCEDURE

1. Orders may be placed between 9.30am and 6.00pm, Monday to Friday for next day delivery on stock items. Orders placed on a Friday will be delivered the following Monday unless a Saturday delivery is requested. N.B. Saturday delivery will be charged at £25.00 on any order.

2. Orders may be placed by

Telephone: 01376 329833
Freephone: 0808 108 7778
Fax: 01376 329811
E-Mail: info@cyranoltd.co.uk
Website: www.cyranoltd.co.uk (password protected)
Post: Cyrano Limited
24-26 Finch Drive
Springwood Industrial Estate
Braintree
Essex CM7 2SF

In all instances please quote your Account Reference.

PAYMENT PROCEDURE

3. Initial order must be paid in full at time of order

Payment methods accepted are:

CREDIT/DEBIT CARD: (all major cards including American Express. N.B There are no surcharges for payments made by card)

BACS:

BANK: LLOYDS TSB BANK
BRANCH: COLCHESTER
A/C NAME: CYRANO LIMITED
A/C NUMBER: 2914670
SORT CODE: 30-92-16

CHEQUE: made payable to CYRANO LIMITED (please quote Account Reference or Invoice No.s on reverse of cheque)

PROFORMA INVOICE: issued upon request

4. Prompt Payment Discount of 3% will be given on Card payments made on orders at time of ordering. (Initial order not eligible)

CREDIT TERMS

5. Upon receipt of the completed **Credit Account Application Form** you will be given a credit account with strictly 14 days Payment Terms unless otherwise agreed by the Directors of the Company. Please note that if the form is not **completed in full**, an account cannot be opened.
6. Credit Accounts are reviewed on a regular basis and the Company reserves the right to withdraw credit facilities if Payment Terms are not adhered to.
7. All goods remain the property of the Company until paid for in full and therefore may be reclaimed if Payment Terms are not met.

DELIVERY PROCEDURE

8. Next Day Delivery by courier on stock items.
9. Lotion orders above £200.00 nett will be delivered Free of Charge (Mainland UK only). N.B This does not include lamp, parts or equipment purchases.
10. All orders below £200.00 nett value will be subject to a delivery fee.
11. Saturday delivery charged at £25.00 on any order. N.B Saturday delivery will only be made by request.
12. Upon receipt of delivery, any shortages or damages must be reported to the Company within 2 working days, in order for rectification's/claims to be made.

BACKORDERS

13. Should an item be out of stock at the time of ordering it will be automatically placed on back order, unless otherwise requested.
14. Back orders will be despatched once the item is in stock.
15. Back orders will not incur a delivery fee.

RETURNS PROCEDURE

16. Prior to returning goods to the Company please telephone the office for a Returns Number.
17. All unwanted goods will be subject to a restocking fee of 15%.
18. It is your responsibility to ensure that goods are suitably packaged and safely returned to the Company, preferably by recorded delivery in order that proof of delivery can be obtained if goods go missing or are damaged in transit.
19. The Company will not credit postage on returned unwanted goods.

NOTES

20. All prices are correct at time of going to press. However, manufacturers and suppliers prices may change and the company therefore reserves the right to alter prices without notice.