



**COMPANY INFORMATION**

<b>Company Name</b>			
<b>Co. Reg. No.</b>		<b>VAT Reg. No.</b>	
<b>Date Business Commenced Trading and Approx Turnover Per Annum</b>			
<b>Main Business Activity</b>			
<b>Telephone No. (Mobile number not acceptable)</b>		<b>Fax No.</b>	
<b>Director/Owner/Partner Names</b>		<b>Title</b>	
<b>Invoice Address</b>		<b>Delivery Address</b>	
<b>E-mail</b>		<b>Website</b>	

<b>Trade Reference Details</b>			
<i>Trade Reference 1</i>			
<i>Trade Reference 2</i>			
<i>Other</i>			

I, the undersigned, confirm that I have read & understood the attached terms and conditions and Returns Procedures and am authorised to accept them on behalf of the applicant.

**FORM COMPLETED BY:** \_\_\_\_\_ **TITLE:**  
\_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

***NOTE:** This information is required to set your company up in our system as a trade customer; it is **NOT a credit application**. If your company has been trading for more than 2 years and you wish to apply for a credit facility please contact us for the relevant application form.*

**Company Registration No: 2096005 (Registered in United Kingdom)**

Address:

LR Spare Parts – (Arrowouter Ltd). Unit 5 Black Croft Road, Swanbridge Industrial Park,  
WITHAM, ESSEX CM8 3YN  
Tel 01376 511550 Fax 01376 515131 Email info@lrspareparts.com

***Arrowouter Limited***

## **TERMS AND CONDITIONS OF SALE**

1. Credit accounts are granted subject to credit references and are only to companies that have been trading for a minimum of two years.
2. We reserve the right to suspend or close accounts if any cheques submitted to us are dishonoured. Any additional bank charges we incur as a result of dishonoured cheques will be for the customer's account.
3. Any items not in stock when an order is received will automatically be placed on backorder & shipped as soon as they are available, unless we are advised otherwise when the order is placed.
4. All terms, conditions and warranties (whether implied or made expressly) whether by LR Spare Parts or its servants, agents or otherwise, relating to the quality and/or fitness for purpose of the goods or any of the goods, are excluded.
5. If the buyer considers that any goods supplied are faulty, or not as ordered, we must receive written notice within three working days of receipt. Where damage appears to have been sustained in transit, all packing materials must be retained for inspection.
6. Any items proved to our satisfaction to be faulty by reason of defective material or workmanship will be replaced or the cost thereof refunded.
7. **Returns will not be accepted without an LR Spare Parts RMA number.** Customers are required to make their own arrangements for returning items to us, regardless of the reason for the return.
8. It is the customer's responsibility to ensure that any items returned to us for whatever reason are repacked to the same standard as when we shipped them out. Refunds cannot be made against returned goods that are damaged in transit back to us.
9. Refunds of carriage costs on returned items, if applicable, will be limited to the amount that we would incur in sending the item using our own carriers.
10. Special order items are not returnable. Goods are not supplied on a trial basis.
11. In the event of any breach of this contract by LR Spare Parts, the remedies of the buyer shall be limited to damages. Under no circumstances shall the liability of LR Spare Parts exceed the price of the goods.
12. Other than specified in these terms & conditions, we will accept no liability for direct-, consequential- or any other loss arising from the supply or use of any goods.
13. None of the parties shall be liable for any default due to any act of God, war, strike, lockout, industrial action, fire, flood, drought, storm or any other event beyond the reasonable control of either party.
14. Delivery of the goods shall be made to the buyer's address on the agreed delivery date. The buyer shall make all arrangements necessary to take delivery of the goods whenever they are tendered for delivery. Any delivery dates quoted by LR Spare Parts must be considered only as estimates. We cannot accept orders where time is of the essence.
15. Risk of goods passes to the customer at delivery. All goods despatched remain the property of LR Spare Parts until full and final payment is received. If the customer defaults in the punctual payment of any sum due to LR Spare Parts, or in any other respect, we will be entitled to repossess any goods which remain our property in terms hereof, and the customer will be obliged to advise us where such goods are located and grant us all necessary access thereto to allow us to repossess same.
16. If the buyer fails to make payment for the goods in accordance with this contract of sale LR Spare Parts may in its absolute discretion and without prejudice to any other rights which it may have suspend all future deliveries of goods to the buyer and/or terminate the contract without liability upon its parts.
17. Goods are invoiced at the prices ruling at date of despatch, which are subject to change without notice.
18. Prices exclude VAT.

19. These terms and conditions will supersede any others sought to be imposed by a purchaser or third party, unless specifically agreed to in writing.

20. We may transfer information about you to our bankers/financiers for the purposes of providing services and for the following purposes: obtaining credit insurance; making credit reference agency searches; credit control; assessment and analysis, securitisation; and protecting our interests. We will provide you with details of our bankers and that of any credit reference agencies used on request.

21. This contract is subject to the law of England and Wales, and all disputes arising out of this contract shall be subject to the exclusive jurisdiction of the courts of England and Wales.

E & O E

November 2006

## *LR Spare Parts - Arrowouter Limited* **RETURNS PROCEDURES**

Outlined below are the terms and conditions for returns to LR Spare Parts. Adherence to these procedures will assist us in processing returns and inspections more quickly.

**Please note that no returns can be accepted for credit unless you have obtained a returns authorisation number from our sales staff on + 44 (0)1376 511550**

**VERY IMPORTANT:** Goods returned to us must be placed in an additional outer box (not just the item's own box) with padding (foam, airfil, Jiffy bags or other impact-absorbing material) between all sides of the item's box and the outer box. Items lost or damaged in transit to us cannot be credited, whatever the reason for their return.

We will accept the return of any item within 30 days of delivery for any reason whatsoever provided authorisation for return is obtained. **No restocking charges will apply.** Sales staff will not be able to authorise the return of goods that have been held for longer than 30 days.

Contact sales and obtain an authorisation number. You will be asked for the reason for return in order to speed up inspections.

### **Conditions**

- Goods returned must reach us in original condition and original retail packaging and must be complete in all respects
- A repackaging charge of 10% will be levied if goods have to be repackaged.
- Goods will not be collected. Customers are responsible for returning the item to us at their cost.
- If goods were originally sent out carriage free, our cost of carriage will be offset against the credit

Contact sales to inform us of the error. You will be given a returns authorisation number and arrangements will be made for an exchange of goods. If the goods were incorrectly ordered, see 30-day guarantee terms above.

### **Conditions**

- Goods are to be returned in original condition and original retail packaging and must be complete in all respects.
- If the items were sent to you by courier, collection can be arranged. Regrettably, Royal Mail does not arrange collection, so we respectfully ask that you post the item back to us. Your postage charge, to a maximum of £3.50, will be refunded to you.
- Replacement items will be sent to you carriage free.

Contact sales immediately on receipt of damaged goods and obtain a returns authorisation number.

### **Conditions**

- We must receive notification of damage within 5 working days of receipt of goods.
- We cannot accept liability for damage to goods that were sent to yourselves and then sent on to your customer without being checked.
- If the items were sent to you by courier, collection can be arranged. If the items were sent by Royal Mail we ask that you kindly post them back to us. Your postage charge, to a maximum of £3.50, will be refunded to you, unless by prior arrangement.
- Replacement items will be sent to you carriage free.

On contacting sales to obtain an authorisation number you will be asked to give a detailed description of the fault.

**Conditions**

- Goods are to be returned to LR Spare Parts for inspection – ONLY the part that is damaged/faulty should be returned, not the set.
  - All warranty returns have to be inspected. If inspection results confirm that the product is faulty, a replacement for the faulty unit will be sent to you free of charge.
  - Goods that are not deemed to be faulty will be returned to you with your next order.
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- Condensation is not considered by manufacturers to be a defect of the lamp unit. It is virtually impossible to avoid – particularly in a cold, predominantly damp climate such as the UK's. The combination of a hot bulb and moist air will unavoidably lead to moisture condensing on the cold outer lens from time to time. This is evident on ALL lamps – including those fitted on the car originally. It is simply more obvious on a clear lens than on amber or red.
  - Leaking resulting from the incorrect fitment of the gasket or bulbholder on the lamp. Lamps are tested at the warehouse with the bulbholders and gaskets correctly placed to check for water ingress.
  - Damage resulting from incorrect fitment or use of incorrect parts (like bulbs of incorrect wattage) or customer abuse will not be covered by warranty. This includes damage resulting from inserting bulbholders into the wrong socket.
  - Over-tightening of mounting screws resulting in damage to the unit.