

The Service Level outlined in your Quotation will be one of the following:

- A Collection Service from our Hemel Hempstead Warehouse
- A 1 Man Delivery Service to your specified Address

- 1 Delivery:** Safe and clear access must be available to property if the appropriate delivery service has been arranged. External areas should be free of trenches and obstructive objects to ensure safe loading out. Access should allow the ability to trolley or carry appliances safely from the vehicle into the designated area on the ground floor.
- 2 Sign Off:** DBD produce a Proof of Delivery (POD) for each visit or Collection which must be signed by the Customer upon request. Should delivery be carried out by a 3rd party their Proof of Delivery will constitute acceptance by the Customer.
- 3 Damages:** Damaged appliances should be reported on the POD at the time of signing. Should an appliance be found to be damaged, and the damage reported on the POD, DBD will remove it and return with a new appliance at the earliest possible time. Returned Appliances must be sent back in a protected and safe manner, any damage not acknowledged as the reason for return invalidates any Credit issued.
- 4 Shortages:** If an appliance is unavailable due to manufacturer shortages and the Customer has given more than 15 working days notice from Order to Deliver, either a) DBD will provide an alternative with prior consent or b) DBD will return at no extra cost with the correct appliance as soon as possible.
- 5 Discontinuation:** The Appliance Manufacturers reserve the right to discontinue and replace models.
- 6 Warranties & Guarantees:** All appliances are backed by a Manufacturer s Guarantee that commences on the date of Invoice & runs for 12 months. This guarantee is entirely supported by the appliance manufacturer service organization. Therefore please contact the Manufacturers Service Organization directly to resolve any appliance issues.
- 7 Additional Charges:** The following charges are levied in accord with the proceeding terms. They are as follows:
  - (a) Postponement Charge - £65.00 per order.  
Where a scheduled delivery is postponed by the Customer within 48 hours of agreed date.
  - (b) Re-delivery Charge - £65.00 per order.  
Raised for returning appliances to DBD and temporarily restocking them for future use.
  - (c) Re-Stocking Charge - 15% of Appliance Cost.  
Raised should an appliance be cancelled after ordering but before delivery/collection.
  - (d) Re-Stocking Charge - 30% of Appliance Cost.  
Raised should an appliance not be required after delivery/collection. Appliances which have been unboxed will not be accepted back.
  - (e) Storage Charge - £10 per appliance per week.  
To cover the storage costs when an Appliance is stored by DBD more than 1 month after the agreed Delivery/Collection Date.Please note that DBD do not accept returned appliances that are not in the condition sold (ie; Perfect & Boxed).
- 8 Parking:** It is assumed that DBD will be able to park outside the Property or on Site after unloading. If this is not the case we reserve the right to levy charges to cover parking costs and additional time involved in off-site parking. Any congestion charges etc will also be covered by additional charges.
- 9 Payment Terms:**

Non Credit Account - Payment is required in full at the point of order.

Credit Account - Payment is required by the end of the month following the month of invoice. Any disputed invoices must be reported to DBD within 5 working days of receipt of invoice or they will be assumed to be collectable. Should payment be outside these terms we reserve the right to charge interest on the outstanding balance at the rate of 24% per annum from the overdue date until the date of settlement. We understand and will exercise our statutory rights to claim interest and compensation for debt recovery costs under the Late Payment legislation if we are not paid to these agreed terms.

The title of any goods will remain that of DBD until the moment of payment in full.
- 10 Spare Parts:** Please note that DBD does not hold Spare parts for appliances. Should any Spare Parts be required please contact the Manufacturers who stock and distribute such items.
- 11 Pricing:** All Prices are subject to regulatory changes/charges required to supply the appliances in line with the respective Manufacturers standards.
- 12 Design & Specification:** DBD or any of its employees cannot be held responsibility for the suitability of the product purchased, it is assumed that the Customer has investigated the specification of the product and upon placing an order confirms its suitability. Whilst every effort for the information in this quotation/pro-forma to be correct, no responsibility is accepted by DBD for any errors made.
- 13** The placing of an Order with DBD confirms acceptance of these Terms and Conditions.