

Terms & Conditions

1. Acceptance

All work is accepted on the understanding that these terms of business shall be binding between the customer and this company.

2. Liability

Every reasonable care is taken in the handling of customer's property. The charges made for our services do not reflect or incorporate unlimited liability and all orders are accepted on the basis that the liability of Chromagene shall not exceed the value of the material itself. Where customer's material is considered to be of high value this fact must be declared to Chromagene, in writing, prior to any contract being entered into. Customer's are advised to fully insure all material of special value against all risks. Except for such replacement or credit of the current value of the material, we cannot accept any further liability howsoever caused. Any claim by the customer for any loss whatsoever shall be limited to £100.

3. Colour balancing

In the absence of specific instructions colour balance will be at our discretion.

4. Colour matching

Because of the nature of colour dyes and pigmentation, it is not always possible to reproduce colour accurately. The company cannot therefore guarantee to match the colour exactly. Every endeavour, however, will be taken to colour match as accurately as possible.

5. Orders

Orders placed by the customer must be in writing. Any amendments to orders must be in writing. In the absence of written instructions the company will complete work in accordance with its own understanding of the customers requirements. The customer must notify Chromagene in writing within 7 days of delivery of any dissatisfaction with the product or service provided. Any work rejected by the customer shall remain the property of Chromagene who reserve the right to charge the customer for any rejected work not returned.

6. Prices

All prices are net and exclude VAT which will be added at the appropriate rate. Orders must include the date and

reference number of the quote. Additional costs resulting from alterations by the customer to their original instructions will be charged accordingly.

7. Payment

Unless the customer has a credit account then the invoice is due for payment upon receipt of work.

Postal customers without credit facilities must send a cheque, made payable to Chromagene Limited, for the total price including VAT, Postage & packing.

Credit accounts may be opened on receipt of two satisfactory trade references and a bank reference. Credit facilities normally take approximately 3 weeks to process.

For approved credit accounts payment must be made by the end of the month following date of invoice.

Accounts remaining unpaid after the due date may be liable to a 3% per month surcharge at our discretion. Any query relating to an invoice must be raised in writing with our accounts department within 21 days of date of invoice. No discussion or adjustment is possible after that time.

In the event of Chromagene employing debt collection services customers are advised that the cost of these services will be charged to the customer.

8. Copyright

Work is accepted by Chromagene on the specific understanding that under the 1988 Copyright and Patents Act, the copyright release or license to copy and reproduce has been received by our customers. The customer must assume liability and indemnify Chromagene for any resulting violation of copyright in any action brought by a third party.

9. Postage & Packing

Orders will be despatched by first class recorded delivery post, unless specified and charged at cost, at the customers request work will be despatched overnight carrier. Chromagene do not accept responsibility for delivery by third party carriers, including post.

10. Statutory Rights

Customers' statutory rights are not infringed by these terms.