

**The Sims Sprayshop Limited (company number 05288057) and Martin Sims t/as Sims Custom LED**

**Unit 20, Surrenden Manor, Old Surrenden Road, Bethersden, Ashford, Kent TN27 3DL**

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## **Terms and conditions of business**

The following terms and conditions apply to all work we do:-

1. Stripping old lacquer and applying new can result in small changes to the dimensions of instruments, for which we do not accept any liability.
2. Colours are hand mixed by us, so we cannot guarantee an exact match with any sample or previous colour, though we will do our best.
3. Existing defects or inexpert previous work can lead to problem with a new finish, for which we do not accept liability.
4. Prototype instruments will be built in accordance with drawings supplied so far as possible, but defects in design are not our responsibility. Further refinements and progressions will (obviously) be different to previous versions and may lead to different results.
5. Any servicing or repairs we carry out will be at the customer's own risk and we do not guarantee that the work will be completed within our original cost estimate – though we will seek authority before exceeding that estimate.
6. We expect a deposit of 50% of the cost of new instruments to be paid with the placing of the order, and no instruments (new or worked on) will be released unless paid for in full.
7. Any goods not collected within three months of becoming available may be disposed of by us without further warning.
8. All instruments received will be visually inspected for defects, which must be acknowledged before we start work.
9. Where instruments supplied or worked on by us are returned by courier, any claims for damage or defects must be notified to us by telephone or email within 24 hours of delivery and, if by telephone, confirmed in writing within three working days of delivery.
10. We accept no responsibility for damage caused to instruments by customers or others fitting parts supplied by us, nor for reinstating instruments if those parts are removed.

These conditions do not affect your statutory rights.