

# TERMS & CONDITIONS

## Orders

Orders can be placed by telephone, fax, e-mail or post. Please assist us by specifying our products code and description when placing your order. All orders must bear an official order number.

Quadrtech Diagnostics Ltd., P.O. Box 167, Epsom, Surrey, KT18 7YL, UK  
Tel: +44 (0)20 8786 7811 Fax: +44 (0) 20 8786 7822  
Sales e-mail: sales@quadrtech.co.uk General e-mail: quadrtech@btinternet.com  
VAT registration number: GB 564 0992 21000

Office hours are 9am - 5pm Monday to Thursday and 9am - 4.30pm Friday

All prices are exclusive of VAT. If applicable please mark your order VAT exempt and include the necessary VAT exemption certificate/declaration. All European orders must be accompanied by the country specific tax registration number. Prices are subject to alteration without notice.

## Handling & Carriage

All goods supplied from the Epsom offices are sent by next day carriers and £17.95 should be added per order for handling/carriage.

All hazardous goods are supplied direct from the manufacturer as an individual shipment, charges as follows:

*Exotoxins* requiring a US Government Export Licence please add £70 or €97 administration fee per order.  
*Exotoxins* shipped direct from the USA: add a £95 or €105 documentation and shipping charge per order. *Exotoxins* shipped to Europe from the UK: add a £45.95 or €78.80 shipping charge per order; for R.O.W price on application.

## Delivery

Non stock items are usually available within 5 to 10 working days. Customers placing orders where an item will be delayed will be informed within 2 working days.

## Payment

UK account customers - strictly 30 days  
European account customers - strictly 15 days

N.B. New UK and European accounts require a Proforma Invoice (for pre-payment of goods ordered)

### UK Customers - Sterling account

Payment by cheque or BACS to:

**Account Name:** Quadrtech Diagnostics Ltd  
**Account Number:** 31086677  
**Bank:** HSBC Bank plc, Ewell Branch KT17 1SD  
**Sort Code:** 40-20-28

### European Customers - Euro account

**Account Name:** Quadrtech Diagnostics Ltd  
**Account Number:** 57043459  
**Bank:** HSBC Bank plc, Ewell Branch KT17 1SD  
**Sort Code:** 40-20-28  
**SWIFT:** MIDL GB 21 3ØP  
**IBAN:** GB75 MIDL 4005 1557 0434 59

### Credit Card Payments (N.B. we do not accept American Express)

Please add 2% surcharge to the total including taxes and delivery

## Re-stocking

Incorrectly ordered items will only be accepted for return, by prior agreement, if they are unmarked, undamaged and have been stored correctly. A re-stocking charge of 20% of the total values applies.