

UK ordering information, terms and conditions



Ordering info/pricing

- All prices quoted are in UK pounds Sterling.
- All prices quoted are excluding VAT.
- Orders may be placed by fax/mail/e-mail sop@intersurgical.co.uk or PEPOL access point, but must contain your official order number, product code, description and price and any special pricing or delivery arrangements. Please note that orders will only be accepted for full box quantities.

Carriage

We have three levels of service:

- Standard 2-3 working days parcel delivery — charged at current rate — Free of Charge for orders over £250 (ex VAT).
- Guaranteed 48 hour parcel delivery — charged at current rate.
- Upgrade parcel service — charged at current rate, (All upgrade orders must be confirmed before 12.00 noon). Any pallet delivery required on any service other than our standard 4-5 day service will be charged at cost. Unreturned pallets may be charged at cost.

Payment details

Terms on open account basis are strictly as per the invoice details. If payment is received outside our terms then we reserve the right to place an account on hold without prior notice and no further goods will be despatched until the account is settled. Copy invoices requested 2 months after due date of invoice are liable to be charged. For pro-forma customers we require payment prior to despatch.

Quotations

Please contact us for all your tender and quotation needs. We would be grateful if you could ensure that we have at least 5 working days notice to allow us to complete the information you require.

Product enquiries

Please visit www.intersurgical.co.uk for our product range, new product details and training information.

Alternatively please contact us on our Customer Care line 0118 965 6376.

Technical enquiries

Intersurgical has a comprehensive library of technical information, and clinical papers which have been put together to assist our customers and we are happy to supply these upon request.

Training materials

- Product literature
- Training manuals
- Downloads
- Video/YouTube

Samples

Samples are available to assist you in your training upon request. To allow you to evaluate our products it is Intersurgical's policy to allow a small number of free samples. Please contact us with your requirements at sop@intersurgical.co.uk

Please note: Samples are not for clinical use.

Sales distribution data

Where the customer purchases products which are not delivered to an 'end user point' then our policy is to receive on a monthly basis, sales distribution data to indicate the following details; product code, description, quantity, purchase price and final delivery point.

Ordering information

If you are placing or wishing to progress an order please contact our Customer Care Team on 0118 965 6376 or sop@intersurgical.co.uk

Proof of delivery

If you have any queries relating to deliveries we must be advised within 3 working days from receipt. We cannot guarantee any action after this period of time.

Proof of delivery can only be obtained for a period of three months from the date of invoice. If proof of delivery is not requested within this time outstanding invoices will be required to be paid in full. If hard copy proof of delivery is required a charge may be incurred.

Returning goods

Authorisation must be obtained before returning any goods. We cannot credit any items returned to us unless accompanied by an official returns reference. If any goods are damaged full credit will not be issued. A 20% handling charge will be levied on all returns. No custom made or special products can be accepted for return. Any returns must be full sealed box quantity.

Further information

If you require further information with regards to any of the enclosed please do not hesitate to contact us on our direct Customer Care Line: 0118 965 6376 or visit the website at www.intersurgical.co.uk

All products and services are subject to our standard terms and conditions of sale. Copy available upon request.

Ordering terms and conditions • 05.22



Intersurgical Ltd, Dray House, Molly Millars Lane, Wokingham, Berkshire, RG41 2PX, UK
T: +44 (0)118 965 6300 info@intersurgical.com www.intersurgical.com



The manufacturer Intersurgical Ltd is certified to ISO 9001:2015, ISO 13485:2016, ISO 14001:2015 and MDSAP

Please think before you print
Save energy and paper.
If you must print this information sheet please print it double sided.