

# Jolinda **M**edical Supplies Ltd

Importers & Exporters of Pharmaceuticals

27 Oakridge Avenue  
Radlett WD7 8EW  
United Kingdom

Tel : + 44 (1923) 83 99 99  
Tel : + 44 (1923) 83 99 39  
Fax : + 44 (1923) 83 99 83

e-mail : [medicines@jolinda.co.uk](mailto:medicines@jolinda.co.uk)

## **TERMS & CONDITONS OF SALE**

Any orders or transactions placed by the customer (hereinafter called the 'Customer') with Jolinda Medical Supplies Ltd, (hereinafter called the 'Company'), shall only constitute a contract between the Company and the Customer upon written Order Confirmation of the Company.

The Customer shall be deemed to have accepted the terms and conditions of the Company by placing an Order or accepting delivery of the goods.

### **1. PRICES & AVAILABILITY**

- a) Prices and delivery terms are valid as defined in the written Order Confirmation.
- b) In the event of a shortage in the market or by manufacturer's decision, we cannot be held responsible to supply. The Company will inform the Customer within 14 days upon occurrence.
- c) All goods are subject to VAT at the prevailing rate

### **2. CARRIAGE**

- a) A carriage charge of £10.00 + VAT will be charged on all clinic orders under £500 (ex VAT) unless otherwise arranged.
- b) A Cool Logistics box guaranteed for 48 hours can be provided for cool chain goods at an additional cost.

### **3. PAYMENT TERMS**

- a) Unless otherwise agreed in writing by the Company to the Customer, then all invoices are liable for prepayment.
- b) In the case of non-payment of the account by the date due, we will take appropriate action to recover all debts (Including all professional fees from the Customer)
- c) The Company reserves the right to charge the Customer our banker's interest rate for every month on the amount which remains overdue.
- d) The Company reserves the right to offset any existing or future debts whatsoever incurred to the company by the Customer against the value of any transactions between the Company and the Customer. This will also apply if the Customer is in administration or insolvency, whether known or unknown by the Company.

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## **4. TITLE OF GOODS**

- a) Title of the Goods shall remain with the Company until payment of the goods has been received for the said goods.
- b) The Company will be entitled to take possession of unpaid goods if: the Customer has failed to pay for the goods within the agreed timescale, or the Customer shall become insolvent or bankrupt.

## **5. RETURNS OF GOODS & DELIVERY SHORTAGES**

Conditions for returns of goods, which are the subject of complaint, are as follows:

- a) Any stock for return, for whatever reason, must be authorised by the Company in writing.
- b) Goods must be returned within three days of receipt.
- c) Any delivery shortages must be reported by the Customer to the Company on the day of delivery.
- d) Goods returned by the Customer must be returned in the same condition as when they left the Company – if they are not, then they shall be classed as 'defective' where the Customer shall incur all cost for rectifying the situation.
- e) The Company will not accept returns of refrigerated lines unless subject to a manufacturer recall or if the goods were received in a damaged condition.

## **6. NON - DELIVERY**

Non-delivery must be notified to the Company by 4.30pm on the expected delivery date.

## **7. DATA PROTECTION**

We may transfer information about you to our bankers/financiers for the purpose of providing services for the following reasons;

- a) Obtaining Credit Insurance
- b) Making Credit reference agency searches
- c) Credit Control
- d) Assessment and analysis (including credit scoring, product and statistical analysis)
- e) Securitisation
- f) Protecting our interest