

SECOND NATURE LTD ("SNL") GENERAL TERMS AND CONDITIONS

1. Payment is due in full and cleared funds within 30 days from the last day of the month in which the invoice has been raised and failure to make payment within this period may invalidate any agreed terms. Time for payment is of the essence. Invoices are raised immediately following dispatch of goods from the SNL warehouse.
2. No goods will be dispatched to customers whose account falls behind these terms (or any agreed variation to these terms). In the event that any invoice becomes overdue then the full balance of the customer becomes accelerated and due for payment immediately regardless of previous settlement dates.
3. The customer agrees to indemnify SNL against any costs incurred in the collection of any debt and SNL may exercise its right to charge interest of 8% per annum on overdue amounts, calculated on a daily basis if it is not paid within agreed credit terms.
4. VAT is calculated on the net invoice amount after deduction of any trade discount.
5. Minimum carriage paid order value is £100 excluding VAT. If the value of the order falls below this, a carriage charge of £5.50 will apply, with the exception of stock control items where the minimum order comprises 25 tickets.
6. SNL reserves the right to alter prices and to withdraw any design offered for sale without notice to the customer. However, changes will not affect orders in respect of which SNL have already sent an order confirmation.
7. SNL reserves the right to amend and alter designs and content, as well as substitute embellishments and materials at any time, at its sole discretion.
8. Queries on any deliveries must be notified to SNL in writing within 14 days of receipt of the goods. Any lost consignments must be notified to SNL within 14 days of invoice date. No credit for damaged or faulty goods, or for shortages or non-delivery will be issued unless a request is made in writing within 14 days from invoice date.
9. All seasonal invoices must be paid at the end of the month in which the occasion occurs. Seasonal credit notes are to be taken against future orders and are not a reason to withhold payments.
10. Goods are not sold on a sale or exchange/ sale or return basis, unless agreed to in writing by an authorised representative of SNL.
11. Unauthorised cancellations or returns will not be accepted.
12. Risk in the goods shall pass from SNL to the buyer upon delivery of such goods to the buyer. However, notwithstanding delivery and the passing of risk in the goods, title and property in the goods, including full legal and beneficial ownership, shall not pass to the buyer until SNL has received in cash or cleared funds payment in full for the goods and any other goods that SNL has supplied to the buyer, in which case title to goods shall pass at the time of payment of all such sums. Payment of the full price of the goods shall include the amount of any interest or other sums payable under the terms with SNL. SNL reserves the right to seize any of its goods to the value of any unpaid amount owing to SNL, whether specifically relating to unpaid invoices or not, in part or in whole, as a result of ongoing supply through stock control re-orders or individual orders.
13. These conditions apply to the exclusion of any other terms that the customer seeks to impose or incorporate or which are implied by trade, custom, practice or course of dealing. Acceptance of delivery of SNL goods shall be deemed conclusive evidence of the buyer's acceptance of SNL's terms and conditions. SNL may revise these terms and conditions at any time and the most recent version of the terms and conditions will prevail.
14. Data Protection Act 1998 – Statement of Policy: Information contained about a customer will be held securely in confidence and processed for the purpose of carrying out our business. We may consult with and disclose data to Credit Reference Agencies, banks, credit insurers and other responsible organisations. We may also consult Credit Reference Agencies in regard to all Partners or Directors. Second Nature Limited reserves the right to consult whosoever it considers necessary for the purpose of granting credit to a customer or otherwise. By purchasing SNL goods you confirm your consent to the terms of this statement.

All SNL orders are subject to the above standard terms, which can only be varied by written agreement by an authorised SNL representatives or a member of the SNL Customer Services team. SNL Sales Consultants do not have the authority to vary these terms.