

Terms & Conditions

1. Definitions

1.1 "Seller" means Sunray Import Limited whose registered office is Regus House, Pegasus Business Park Castle Donington Derbyshire DE74 2TZ. Registration number: 06735067

1.2 "Buyer" means an individual who is acting on the behalf of his/her business or profession.

1.3 "Sunray Import Limited" means Secure Living Limited, also referred to as "We", "Us", "Our" in these terms and conditions.

1.4 "Site" means www.sunrayusb.com or SunrayUSB (a trading name of Sunray Import Limited)

1.5 "Goods" means the products, services or other items, which subject to agreement of quotation/order or other services communicated by Sunray Import Limited

2. Order Confirmation

2.1 Orders may be placed over the Internet, phone or by fax. Please ensure that all details are correct before submitting your order to us.

3. Supplied Artwork

3.1 Sunray Import Limited will endeavour to match colour to any proofs supplied, but do not accept responsibility for colour correcting any files or scans supplied to us. An additional charge will be made for colour correction. Artwork should be supplied in accordance with the supplied technical specifications.

4. VAT

4.1 All quoted prices are exclusive of VAT or any other applicable costs.

5. Payment

5.1 Payment of invoices shall be made in full within 30 days of the date of the invoice. Interest charges will be levied on overdue invoices from the date when payment becomes due until the date of payment at a rate of 5% per annum above the base rate of the Bank of England.

6. Delivery Timescales

6.1 Delivery is usually within 10 working days from receipt of artwork. We do have the option for urgent rush jobs please contact us for further information..

7. Packing and Transport

7.1 Goods will be packed securely before dispatch. SunrayUSB.com is not liable for any delay, damage to or loss of articles after leaving our premises. Claims for damage while in transit should be made upon the carriers delivering the goods immediately on receipt. Unless written notification of any complaint is made to SunrayUSB within 7 days of receipt we will be unable to accept liability.

7.2 The Buyer shall be entitled to replacement Goods where the Goods have been damaged during

transportation. The Buyer must notify SunrayUSB of the damage within 24 hours of delivery.

7.3 Customers should be aware that carriers cannot always guarantee delivery by a certain time. We can deliver point to point using a same day courier. The cost of this service can be obtained by contacting SunrayUSB. The date of delivery specified by SunrayUSB is an estimate only. Time for delivery shall not be of the essence of the contract. SunrayUSB will not be liable for any consequences of late delivery howsoever caused.

8. Force Majeure

8.1 SunrayUSB shall not be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and SunrayUSB shall be entitled to a reasonable extension of its obligations. If the delay persists for such time as SunrayUSB considers unreasonable, it may, without liability on its part, terminate the contract.

9. Governing Law and Jurisdiction

9.1 This Agreement shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

10. Returns

10.1 Once your products have been printed, no further modifications or additions can be made to the logo - please make sure that you examine and proofread all the samples before you approve. No returns or refunds are offered on customised merchandise.

10.2 All products carry warranty against manufacturing defects. In the event of a complaint, all relevant work must be returned to SunrayUSB within 12 months with a written explanation of the reason for return. No responsibility for errors will be considered by SunrayUSB unless a written order was originally supplied. Goods must be returned in their original packaging.

11. Title

11.1 Title in the Goods shall not pass to you until SunrayUSB has been paid in full for the Goods.

12. Warranty

12.1 Where the Goods have been manufactured by SunrayUSB and are found to be defective, SunrayUSB shall repair, or in its sole discretion, replace defective Goods free of charge within 12 months from the date of delivery, subject to the following conditions:

the Buyer notifying SunrayUSB.com in writing immediately upon the defect becoming apparent; the defect being due to the faulty design, materials or workmanship of SunrayUSB. Any Goods to be repaired or replaced shall be returned to SunrayUSB at your expense, if so requested by SunrayUSB.

13. Cancellation

13.1 Cancellation can only be made before an order proceeds to printing. All cancellation requests must be made in writing and sent to SunrayUSB via Fax or Post. None of the above affects your statutory rights.