**ACI ConTech – Sales Terms & Conditions**
*Effective Date: 2nd June 2025*

These Sales Terms and Conditions (“Terms”) apply to all sales of products, equipment, and related services (“Products”) by ACI ConTech (“Seller”) to its customers (“Buyer”). By placing an order, Buyer agrees to be bound by these Terms unless otherwise agreed in writing by Seller.

**1. Orders and Acceptance**

1.1. All orders are subject to acceptance by ACI ConTech.
1.2. ACI ConTech reserves the right to refuse any order or part thereof without liability.
1.3. Verbal orders must be confirmed in writing. ACI ConTech is not responsible for errors in verbal orders not followed by written confirmation.

**2. Pricing**

2.1. Prices are quoted in British Pounds (£) and are exclusive of applicable taxes, shipping, and handling charges.
2.2. ACI ConTech may adjust prices due to changes in material costs, tariffs, or supplier pricing.
2.3. Written quotations are valid for 30 days unless stated otherwise.

**3. Payment Terms**

3.1. Payment is due within 15 days from the invoice date unless otherwise agreed in writing.
3.2. Late payments are subject to a [1.5%] monthly interest or the maximum permitted by law.
3.3. ACI ConTech reserves the right to withhold shipments or services on overdue accounts.

**4. Delivery and Risk of Loss**

4.1. Delivery dates are estimates only and not guaranteed.
4.2. Risk of loss passes to the Buyer upon delivery to the carrier at the shipping point.
4.3. Buyer is responsible for inspecting shipments and notifying ACI ConTech of any damages or shortages within 5 business days of receipt.

**5. Returns and Cancellations**

5.1. Returns are accepted only with prior written authorisation from ACI ConTech.
5.2. Return requests must be made within **14 Calendar Days** of delivery.
5.3. Products must be unused, in original packaging, and in resalable condition.
5.4. A restocking fee of up to **15%** may apply.
5.5. Custom, made-to-order, or special-order items are non-returnable.
5.6. Order cancellations are subject to approval and may incur cancellation charges for costs incurred prior to cancellation.

**6. Warranty**

6.1. ACI ConTech warrants its New Products against defects in materials and workmanship for a period of **12 months** from the date of delivery.
6.2. This warranty excludes normal wear and tear, improper use, incorrect installation, and unauthorised modifications or repairs.
6.3. Buyer’s exclusive remedy is repair or replacement of the defective Product, at ACI ConTech’s discretion.

**7. Limitation of Liability**

7.1. ACI ConTech is not liable for indirect, incidental, special, or consequential damages, including but not limited to loss of profits or revenue.
7.2. ACI ConTech’s total liability under any claim shall not exceed the purchase price of the Product giving rise to the claim.

**8. Force Majeure**

ACI ConTech shall not be liable for delays or non-performance caused by events beyond its reasonable control, including but not limited to natural disasters, labour disputes, supplier delays, governmental actions, or transportation interruptions.

**9. Governing Law and Dispute Resolution**

These Terms are governed by the laws of the United Kingdom. Any disputes arising hereunder shall be resolved exclusively in the courts of Great Britain and both parties consent to the jurisdiction and venue of such courts.

**10. General Provisions**

10.1. These Terms constitute the entire agreement and supersede all previous understandings or communications.
10.2. No modification or waiver shall be effective unless in writing and signed by both parties.
10.3. If any provision of these Terms is deemed invalid, the remaining provisions shall remain in full force and effect.

**ACI ConTech**
Long Nuke Road, Birmingham, B31 1DX
+44 (0)800 107 5313
info@acicontech.co.uk
[www.acicontech.co.uk](http://www.acicontech.co.uk)