

Storysack Limited  
STANDARD TERMS AND CONDITIONS OF SALE

Storysack is a trading name of Demco Europe Ltd.

Registered Office: Grange House, Geddings Road, Hoddesdon, Hertfordshire, EN11 0NT.

Registered in England and Wales No. 2067190.

VAT Reg No. 443 8186 36.

#### 1. Basis of the Sale

Goods are purchased in accordance with any written purchase order of the Buyer, which is accepted by Storysack. All goods are supplied according to Storysack Standard Terms and Conditions, which shall govern to the exclusion of any other terms and agreements.

#### 2. Title to Goods

Risk of damage to or loss of goods shall pass to the Buyer at the time of delivery. However, Storysack retains the legal right for all goods until they are paid for in full, at which time ownership (title) of the goods will pass to the Buyer.

#### 3. Special Order Goods and Non-stocked Items

Special Order goods are non-returnable in the event of Buyer error. Such goods are only returnable with permission from Storysack when supplied either faulty or damaged.

Please note that cancellation of orders for Special Order goods must be made within 3 days of the date of placing the order. Changes to the specification of the order must be made within 3 days of receiving our order acknowledgement.

Please note it may not be possible to return certain non-stocked goods. However, where possible we will endeavour to accommodate your needs but reserve the right to apply a re-stocking charge plus the cost of carriage.

#### 4. Damaged Goods and Claims

If goods are delivered damaged Storysack must be notified in writing within 3 days of receipt of the goods, otherwise claims cannot be considered. If goods cannot be examined on delivery the buyer should sign as "unexamined" and any damage or shortage of goods notified in writing to Storysack within three working days after delivery.

#### 5. Prices

All prices quoted in this catalogue are effective from January 1 2012 until 31st December 2012 and supersede all previous prices. Whilst we endeavour to maintain catalogue prices we reserve the right to vary our prices in accordance with economic conditions without prior notice. Errors or omissions are subject to alteration without notice.

#### 6. Payment

Where credit is provided, payment is required within 30 days from the invoice date. Please pass invoices for part deliveries immediately - the remaining items will be invoiced separately at the time of despatch. In the event that orders are split you will only be invoiced one delivery charge. Storysack reserve the right to charge interest on any overdue invoices at 2% per month.

#### 7. Remittance

Payment may be made by credit or debit card (details as order form); by cheque made payable to Demco Europe Ltd or by credit transfer; Code: 20-61-51 Account no. 40348708. For accounts queries please call +44 (0) 1992 4545 40.

#### 8. Delivery

Delivery is £6.65 within the UK mainland. Surcharges will apply for delivery to Northern Ireland, Scottish Highlands, offshore islands (including Isle of Wight) and overseas – please call for an estimate.

Our standard delivery on stocked items (subject to availability) is within 48 hours. However, any delivery dates quoted are approximate and Storysack cannot be held liable for any delay in delivery of goods. Special Order items and non-stocked goods are shown with standard delivery times. During March and from July to September delivery lead times may extend.

#### 9. Returns

All stocked goods are covered by our no-quibble guarantee. Simply obtain authorisation and return within 30 days, unused and in the original packaging for a prompt replacement, exchange or refund. Some goods are Special Order and are non-returnable unless faulty, please see section 3.

- ◆ Always obtain authorisation before returning goods, call Customer Services on 0161 763 6232
- ◆ All goods must be returned in pristine condition in the original packaging. We reserve the right to withhold full credit if any goods are received back without their original packaging or in a condition unfit for re-sale
- ◆ A collection charge of £7.75 will be applied for goods deemed unsuitable or ordered in error

#### 10. Product Availability

Storysack is continually seeking to improve the quality and value of its goods and services. Whilst every effort is made to ensure the information given in this catalogue is accurate, changes do occur and goods can be discontinued; in this event we will offer as close an alternative as possible. We do reserve the right to change specifications or improve our goods.