

Active Research Limited –Terms and Conditions of Business

The following are the standard terms of business for Active Research Limited. Any variation of these terms of business is subject to agreement with Active Research Limited.

English Law	These terms and conditions and any act or contract to which they apply shall be governed by English Law and all disputes arising out of or connected with any such act or contract shall be subject to the exclusive jurisdiction of the English Courts.
Carriage	Carriage, insurance and freight will be charged at cost per shipment based on our preferred courier. Insurance risk passes at the time of delivery to the consignee's designated address. It is the consignees' responsibility to ensure that they comply with the import clearance procedures in the territory.
Import taxes & duties	Any import duties & taxes will be payable by the customer.
Delivery time	Typically next day for UK orders, 3-5 days from receipt of order for European deliveries, 2-3 days to most US destinations. Express delivery may be available at an extra cost. Any delivery date quoted is given in good faith and is not guaranteed but the delivery shall be within a reasonable time of any date specified bearing in mind all the circumstances of the particular case and taking note of outside contractors.
Trade accounts	Trade accounts are due for payment 30 days from date of invoice. Active Research Ltd reserves the right to charge interest of 2% per month above the Barclays bank base rate on any balance of monies unpaid after this period. The customer shall be liable to pay any costs incurred to Active Research Ltd in order to recover any outstanding monies due. All goods shall remain the property of Active Research Ltd until full payment has been received.
Price	All prices will be quoted in the local currency where possible and will be subject to VAT where applicable.
Validity	All quotations provided by Active Research Ltd will be valid for 30 days from date of quotation unless otherwise stated.
Guarantee	2 Years return to base guarantee is provided with all Actisense products. Any unit found to be faulty will be repaired or replaced free of charge by Active Research Ltd, unless the damage occurred against the technical advice provided within the Installation Manual. Any returns under guarantee must be made by requesting a returns number from Actisense Support, through the website support page, email or by telephone. The returns number must be clearly displayed on the returns packaging and any documentation therein. If necessary, Active Research Ltd reserves the right to replace the item with a new item of the same or improved specification. Active Research Ltd may request proof of purchase if the unit under guarantee has not been registered. Active Research Ltd recommends that all units not purchased directly are registered using the website product registration page. Additionally, products featuring Actisense ISO-Drive technology will receive an additional 1 year guarantee upon registration of the product.
Returns	We will exchange or refund non-faulty merchandise returned to us within 28 days of purchase providing the merchandise is unused and unmarked. A re-stocking charge of £5.00 per unit will be payable. After 28 days, goods will be either exchanged or a credit given, to the same retail value of the goods at the time of return.
Sale or return	Under particular circumstances, a customer may request an item on a sale or return basis, in order to sample a product of interest. If returned, the product must be in an undamaged saleable condition, and the customer will remain responsible for the carriage to and from the customer's premises.
Right to change	Active Research Ltd reserves the rights to change, amend or delete these terms and conditions at any time.

Terms and Conditions of Business for customised solutions are available from sales@actisense.com