

Trade Terms and Conditions of Sale - Trade Customers

1. Company Details

Redemptorist Publications is a registered charity and private limited company based in Hampshire England

2. Contact Address

Alphonsus House
Chawton
Alton
Hants GU34 3HQ

Phone: 01420 88222

Fax: 01420 88805

Email: info@rpbooks.co.uk

Web address www.rpbooks.co.uk

3. Sales advisors are available between 8.00 hours and 17.00 hours (UK time), Monday to Friday excluding Bank Holidays and during the Christmas break. We attempt to process all orders received prior to 3pm Monday to Friday on the same day if the stock is available but we are unable to give any guarantee with regard to delivery times.

4. The website, our catalogue and any written promotional materials, their contents, terms and conditions and contracts shall be governed by and construed in accordance with English Law as applicable.

5. These Terms and Conditions do not affect your statutory rights.

6. To order goods you must be least 18 years of age.

7. All prices are shown in GB Pounds Sterling and include packaging. Delivery is charged for orders under £50 and for all overseas orders. Redemptorist Publications reserve the right to change any advertised prices at any time.

8. Trade customers will be expected to be approved and accepted as a Redemptorist Publications account holder prior to any purchase. You may open a credit account with Redemptorist Publications subject to satisfactory credit reference being obtained at our discretion.

9. Payment for goods supplied on a credit account is due within 30 days of the date of invoice. If you default in making payment the entire balance of your account shall be payable immediately. If you do not make payment on the due date then without prejudice to any other rights or remedy available to us, and whether or not any part of your account is subject to query, we may suspend further deliveries to you. When Redemptorist Publications elects to employ the services of any third party to recover monies due to it, Redemptorist Publications shall be entitled to recover the cost thereof in full, from the customer.

10. Payment for goods can be made by cheque made payable to Redemptorist Publications, or we are able to accept payment by BACS directly into our Bank Account. Alternatively, our preferred method of payment is by Direct Debit. Please contact accounts@rpbooks.co.uk for further details.

11. Redemptorist Publications titles will be invoiced to approved Trade customers at an agreed discount wherever possible; however, we reserve the right to vary the prices and discounts offered.

12. All items are supplied on a firm sale basis unless previously agreed and written confirmation has been sent to Redemptorist Publications.

13. We aim to dispatch all orders by the next working day if the goods are in stock. All deliveries are subject to payment authorisation. If an item is temporarily out of stock we shall not be liable for any losses, costs, damages, charges or expenses caused by any delay in delivering goods to you unless caused by our negligence. If you have any questions regarding delivery please e-mail us or telephone 01420 88222.

14. We reserve the right to cancel your order if we have insufficient stock to deliver the goods you have ordered, we do not deliver in your area, or if one or more of the goods you ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our suppliers. If we do cancel your order we will notify you but we are not obliged to offer any additional compensation for the disappointment suffered.

15. Only goods purchased directly from Redemptorist Publications within 6 months of the date of purchase are eligible for authorised returns. Written permission must be obtained from Redemptorist Publications for any authorised returns. Any goods returned to Redemptorist Publications without pre-authorisation shall be returned to the customer at his expense. When goods are returned after the time period specified Redemptorist Publications reserves the right to return them to the customer at his cost. No returns at all will be accepted of any date sensitive products, including but not exclusively, *Advent Extra*, *Lent Extra*, Calendars, Diaries, and Daily & Weekly Parish Resources. Goods returned for credit must be in perfect condition in their original packaging with all tags and labels attached. For computer programmes, CDs, DVDs or CD-Roms, the original sealed packaging must remain unopened and intact. No refunds are made for downloadable format material.

16. Please check the goods on delivery. If goods are delivered damaged or faulty, or there is a shortage within the order, you must inform us immediately and we will arrange replacement at our expense. If you do not inform us immediately we shall have no liability for goods said to be damaged on delivery. This does not affect your statutory rights.

17. Title and ownership of the goods shall not pass to the customer until Redemptorist Publications has been paid in full however once the goods have been delivered we no longer have any responsibility for any loss or damage to the goods.

18. We do not supply or sell customers details to any outside organisation. We may choose to do so in the future with trustworthy third parties or may agree to allow them to include relevant promotional material in one of our mailings. If you do not wish us to pass on your details, please email us at marketing@rpbooks.co.uk

19. Redemptorist Publications reserves the right to refuse the supply of goods at its discretion.

20. If any provision of these terms and conditions shall be unlawful, void or for any reason unenforceable then that provision shall be excluded and shall not affect the validity and enforceability of the remaining terms and conditions.

21. Any disputes not resolved by normal complaints procedure will be resolved exclusively in the courts of England and Wales under English Law.

22. All images, descriptive material, specifications and advertising are for the sole purpose of giving an approximate description of the goods or services in order to assist your purchasing decision.

23. These terms and conditions are subject to change at any time without prior notice to you. We recommend that you keep a copy of these terms and conditions.