ACCOUNT FORM

BUSINESS NAME	
DELIVERY ADDRESS	
CONTACT NUMBER	
EMAIL ADDRESS	
CONTACT	
TITLE	
INVOICE ADDRESS (IF DIFFERENT)	
CONTACT NUMBER	
EMAIL ADDRESS	
COMPANY REGISTRATION NUMBER	
VAT NUMBER	
PAYMENT TERMS	
DISCOUNT	45%
DISPLAY DISCOUNT	

Please make sure you read the general sales conditions set out by Rock Hard Stuff Ltd before signing this account form.
General sales conditions are on page 2 of this document. If anything is not clear in the general sales conditions, please speak to a representative before signing the account form.

NAME	
POSITION	
SIGNATURE	

Terms and Conditions

Orders

Orders and order confirmations must be sent via email to Rock Hard Stuff Ltd before goods are prepared and dispatched. Order confirmations are contractual.

PLEASE email all orders to order@rockhardstuff.com

Order cancellation and/or modification

Orders can be cancelled or modified up until the point that they have been processed and/or prepared. Notification of cancellation or modification must be made via email to order@rockhardstuff.com and are only permissible when confirmation of the cancellation/modification by Rock Hard Stuff has been sent.

Orders of goods which have already been prepared or are in-transit cannot be modified or cancelled.

Delivery

Rock Hard Stuff Ltd will deliver orders to the stated address on the Account Form unless an alternative is explicitly stated in the original order. Delivery times are informative and cannot be held for reason to cancel and/or modify the order.

If a tail lift vehicle is required please specify at point of order, there may be a small additional cost for this. Delivery will be made to the nearest accessible point.

Damaged Items

If goods are damaged upon delivery, **the customer must sign the delivery note as "goods damaged"** and report said damages to the courier and to Rock Hard Stuff Ltd immediately with supporting photographic evidence. Subsequent claims made after the goods have been unloaded without notification to the courier and Rock Hard Stuff will be deemed to be discretional.

Payment

Payment must be paid in full via bank transfer according to the payment conditions stated on the proforma invoice.

Returns

Rock Hard Stuff Ltd will not accept the return of goods and will not be held responsible for any costs incurred without prior written consent by Rock Hard Stuff Ltd.

Guarantee

The manufacturer offers a five-year guarantee with terms and conditions. These can be consulted in the MCBATH catalogue and/or website. Rock Hard Stuff Ltd cannot be held responsible for any subsequent defect in goods it trades in or damages to other materials and/or products said goods come into contact with. Further information is available on request.