

TERMS AND CONDITIONS

Making A Purchase

Making a purchase could not be easier. We accept credit card payment. We accept Visa, MasterCard and American Express. You may telephone Efex Academy Design & Displays Ltd on 020 8652 7754/020 8773 2207 with your order & credit card information.

Should you wish to pay for your order by cheque please make all cheques payable to Efex Academy Design & Displays Ltd and send to the address below. Please add an additional 7 working days to the quoted lead-time to allow for your cheque to clear our bank account. Should you have any questions regarding the payment options available, then please call us on 020 8652 7754/020 8773 2207 and we will be happy to answer any queries you may have.

Any order placed over £3,000.00 will require 50% payment prior to delivery with the final amount payable in 30 days. If you are a new customer Efex Academy Design & Displays will require full payment before the goods are delivered.

Credit Accounts

Credit accounts are available for established clients subject to satisfactory credit ratings and acceptance of payment terms. To confirm your order please sign off the bottom section of your quote form, this indicates a contract exists between us. We will e-mail you back with acknowledgement of your order, and hence a contract between us. Should anything change after we receive your signed order i.e. a pricing mistake has been made or, we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Delivery Schedule

Products are updated on a daily basis to provide a current stock position whenever possible. In the situation when an order has been placed and the quoted lead-time cannot be met an email will be sent advising the new delivery date. Should the new quoted

delivery time not be acceptable the customer has the option to either choose another product or cancel the product from the order. We will endeavour to meet all delivery times stated at the time of purchase but cannot guarantee this will be met.

Photo

We photograph each stand we produce to keep a record of how the stand left us prior to delivery this also allows us to keep a visual record of each order. These images are kept on our in-house servers only.

Efex Academy Design & Displays Ltd occasionally use reference images of stands in mailers however before using any images we will seek approval from the client prior to mailing.

Artwork

Any artwork or goods supplied by Efex Academy Design & Displays Ltd remains the property of Efex Academy Design & Displays Ltd until goods are paid for in full.

Any corrections/ amends requested by client subsequent to artwork arrival may be charged at £65.00 per hour.

Damaged goods

All goods received must be checked immediately upon receipt. Any damage, shortages or discrepancies must be advised in writing to Efex Academy Design & Displays Ltd within 24 hours of receipt of goods. Signing of the carrier's delivery note "unchecked" does not absolve the persons receiving the goods from this condition.

Please call us on: 020 8652 7754/020 8773 2207 or
e-mail: info@efexacademy.com

Delivery Shortages

All goods received must be checked immediately upon receipt. Any shortages or discrepancies must be advised in writing to Efex Academy Design & Displays Ltd within 24 hours of receipt of goods. E-mail: info@efexacademy.com

Back Orders

If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Tax Charges

For orders made from the UK or the European Union, 20% VAT is added. A Full VAT invoice is sent after delivery.

Guarantee

All of our products are supplied with a minimum of 1 years guarantee against manufacturing defect; the guarantee is not valid against operator error.

Faulty goods

Any faulty goods must be advised in writing to Eflex Academy Design & Displays Ltd within 48 hours of receipt, upon notification to Eflex Academy Design & Displays Ltd. It is then the customers' responsibility to return the goods for analysis, should the product be deemed to be faulty due to a manufacturing defect a replacement will be issued and the cost of all carriage will be refunded to the customer.

Reaching Us

If you need to reach us, please email us on: info@efexacademy.com or write to: Eflex Academy Design & Displays Ltd, The Mews, 129a Stafford Road, Wallington, Surrey, SM6 9BN.

Privacy Policy

Please see our separate Privacy Policy document.

Returns Policy

We do not offer goods on a "sale-or-return" basis. All products are made to customer specific orders. Samples are available upon request to ensure the correct product is ordered however this is based on Eflex Academy Design & Displays Ltd having a demonstration version in stock.

Remittance Terms

We accept credit card payment. We accept Visa, MasterCard and American Express. You may telephone Efex Academy Design & Displays Ltd on 020 0652 7754 with your credit card information.

