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## TERMS & CONDITIONS

### Orders

All orders must be received in writing either by fax, email or post.

### Sample Policy

Samples will not be charged for if returned within 14 days. If samples have not been returned then goods & freight charges will be invoiced out accordingly.

### Cancellations

The buyer shall not be entitled to cancel any order or any part of an order without the written consent of Kalypso Marketing and then only if it agrees to reimburse Kalypso Marketing for all costs that have been directly or indirectly incurred by Kalypso Marketing to the date of cancellation

If a branded order is complete then the buyer cannot under any circumstances cancel the order.

### Returns

Goods for credit must be returned at the buyers expense, within 10 days and include original packing slip/invoice.

Goods must also be returned in the condition in which they were delivered and with all packaging material, brochures and instruction material in as new condition as is reasonable possible in the circumstances.

It is at the sellers discretion on receipt of goods returned to inspect and advise the buyer if a credit is due.

### Trading Terms

All products will be despatched once payment has been received by Kalypso Marketing either by direct credit or cheque. If an account application has been completed and approved then payment terms are strictly within 7 working days or 20th month following invoice date.

If payment for the goods is not made by the due date, then without prejudice to any other remedies available to us:

- a) we may cancel or withhold supply of further goods
- b) interest on monies overdue shall be charged on a daily basis and be calculated by adding 3% per annum to the overdraft rate payable by us to our bankers at the time of and during such default and interest shall continue to accrue both before and after judgement
- c) the buyer shall be responsible for all collection costs, fees and charges incurred or expended in recovering payment of your account

*... The finishing touch*