



Terms and Conditions of Business

PRICING

1. Prices and Payment

- 1.1 All prices are subject to VAT at the prevailing rate and are based on prices effective at the date of dispatch unless otherwise agreed in writing.
- 1.2 ØRN reserves the right to change prices and product specifications without prior notice. While every effort is made to maintain published prices, changes may occur due to market conditions or exchange rate fluctuations.
- 1.3 A standard carriage charge applies—please refer to the latest ØRN delivery matrix for current rates. It is the customer's responsibility to ensure they are using the most up-to-date version.
- 1.4 Where a credit account is authorised, payment is due strictly 30 days from the end of the month of the invoice date unless otherwise agreed in writing.
- 1.5 Late payments may incur interest at 1% per month from the due date until payment is received in full.
- 1.6 Title to all goods remains with ØRN until full payment has been received. Risk transfers to the buyer upon delivery. If goods are resold before full payment, the buyer agrees to hold proceeds in trust for ØRN.
- 1.7 Buyers must clearly identify any unpaid goods on-site and grant ØRN access to retrieve them if necessary.
- 1.8 Any invoice queries must be submitted within 14 days of the invoice date.
- 1.9 Costs incurred by ØRN in recovering overdue debts—including legal fees, bounced cheque charges, or court costs—will be charged to the buyer.
- 1.10 Any changes to international exchange rates will affect prices. ØRN reserves the right to increase prices for both forward and stock orders without notice and with immediate effect.

2. Delivery

- 2.1 All goods must be inspected upon receipt. Claims for damage or loss must be reported to ØRN within 48 hours of delivery and confirmed in writing within three working days.
- 2.2 ØRN cannot be held liable for delays in delivery or any consequential losses arising from late deliveries.
- 2.3 Delivery timelines are estimates only and do not form a binding part of the agreement.
- 2.4 All deliveries are kerbside only, unless otherwise arranged with ØRN in advance. It is the customer's responsibility to move goods from the delivery point into the premises.

3. Returns

- 3.1 Custom-made goods and correctly supplied items cannot be returned.
- 3.2 Stock items that are correctly supplied may be returned at ØRN's discretion and are subject to a 25% handling fee.
- 3.3 Returns must be requested within seven days of delivery and must be received within six months of purchase.
- 3.4 Return carriage is the customer's responsibility unless the return is due to incorrect or damaged goods. In such cases, ØRN will arrange collection or reimburse postage.
- 3.5 Goods returned must be in their original packaging and in resaleable condition. Credit will be refused otherwise.
- 3.6 Returns will not be accepted without a valid ØRN returns number and a reference to the original order or delivery note.

4. Specification and Suitability

- 4.1 It is the buyer's responsibility to ensure that products are suitable for their intended use.
- 4.2 Product descriptions, colours, dimensions, and images are for general guidance only and may differ slightly from final products. ØRN reserves the right to amend specifications without notice.
- 4.3 Buyers are responsible for ensuring that any bespoke designs do not infringe third-party copyrights or patents. ØRN accepts no liability and the buyer agrees to indemnify ØRN in such cases.

5. General Terms

- 5.1 All quotations, catalogues, and product materials form part of these terms and conditions.
- 5.2 By placing an order, the buyer agrees to be bound by these terms and conditions. Any disputes shall be governed by the laws of England and subject to the jurisdiction of English courts.
- 5.3 ØRN may obtain up to two bank status reports per year at no cost to ØRN.
- 5.4 In accordance with the Data Protection Act and UK GDPR, we may perform credit checks on your business and its directors. Credit agencies may share this data with other organisations.
- 5.5 ØRN accepts no responsibility for errors or omissions in published materials.