

STEYER LTD – TERMS & CONDITIONS OF SALE

1. About Us

Steyer Ltd (“Steyer”, “we”, “us”) supplies professional automotive and specialist coatings, aerosols and related products.

Registered office:

Steyer Ltd, The Old Garage, Malmesbury Road, Kington Langley, Chippenham, Wiltshire, SN15 5PY

Email: sales@steyer.co.uk | Tel: 01249 736 611

2. Application of These Terms

2.1 These Terms apply to all sales of products by Steyer, whether to consumers or businesses.

2.2 If you are buying in the course of business, these Terms apply to the exclusion of any other terms you seek to impose.

2.3 By placing an order, you confirm that you have read and accepted these Terms.

3. Products and Information

3.1 Product descriptions, guides, technical data and advice are provided for **general guidance only**.

3.2 Colours displayed on screens may vary; colour accuracy cannot be guaranteed unless agreed in writing.

3.3 Mixed, tinted or bespoke products are produced to order based on the information you provide.

4. Customer Responsibility & Product Suitability

4.1 You are responsible for ensuring that the products ordered are **suitable for your intended application, substrate and environment**.

4.2 Any technical guidance provided by Steyer is given in good faith but does **not constitute a warranty or guarantee of performance**.

4.3 We strongly recommend testing products on a small, representative area before full application.

5. Safe Use, PPE and Compliance (IMPORTANT)

5.1 Many Steyer products are hazardous and must be used with appropriate care.

5.2 You must read and comply with all labels, instructions and **Safety Data Sheets (SDS)** supplied with the product.

5.3 You are responsible for ensuring:

- adequate ventilation;
- appropriate **personal protective equipment (PPE)** including gloves, eye protection and protective clothing;

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- **suitable respiratory protection** where required (including for aerosol and 2K / solvent-based products);
- compliance with all applicable health, safety and environmental laws (including COSHH where relevant).

5.4 Steyer accepts no responsibility for injury, damage or loss caused by misuse, incorrect application, inadequate PPE, poor ventilation or failure to follow instructions.

6. Prices & Payment

6.1 Prices are shown exclusive of VAT unless stated otherwise.

6.2 Payment must be made in full prior to dispatch unless a credit account has been agreed in writing.

6.3 No surcharge is applied for debit or credit card payments.

7. Delivery

7.1 Delivery dates are estimates only and not guaranteed.

7.2 Time for delivery is not of the essence.

7.3 We are not liable for delays caused by events outside our reasonable control, including courier delays or supply issues.

7.4 Risk passes to you upon delivery or collection.

8. Inspection & Reporting Issues

8.1 You must inspect goods promptly upon receipt.

8.2 Any shortage, damage or incorrect delivery must be reported in writing within **3 working days** of delivery.

8.3 Goods signed for as undamaged may not be accepted as damaged in transit unless evidence is provided.

9. Returns & Refunds

9.1 Goods may not be returned without prior written authorisation from Steyer.

9.2 Non-faulty goods may be returned within **7 days** of receipt provided they are:

- unused;
- in original packaging;
- resaleable.

9.3 A restocking charge of **10% or £15 (whichever is greater)** applies to accepted non-faulty returns.

9.4 Return carriage costs are the responsibility of the customer.

9.5 Bespoke, mixed, tinted or made-to-order products are **non-returnable** unless faulty.

9.6 Nothing in this clause affects statutory consumer rights.

10. Faulty Goods

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10.1 If goods are faulty, we may (at our option) repair, replace or refund the affected goods.

10.2 Our liability is limited to the value of the goods supplied.

11. Limitation of Liability

11.1 Nothing in these Terms limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- defective products under the Consumer Protection Act 1987;
- any liability that cannot legally be excluded.

11.2 Subject to clause 11.1, Steyer shall not be liable for:

- loss of profit, revenue, business or goodwill;
- indirect or consequential losses;
- labour, rework or downtime costs arising from use of the products.

11.3 Our total liability shall not exceed the price paid for the products giving rise to the claim.

12. Governing Law

These Terms are governed by the laws of **England and Wales**, and disputes shall be subject to the exclusive jurisdiction of the English courts.