

Kidsaw Ltd

Trading Terms and Conditions

business customer/s refers to you as the 'trader' and ***customer/s*** refers to your customers.

1. All prices quoted are exclusive of VAT.
2. Payment terms are pro-forma (unless agreed in writing with Kidsaw Ltd).
3. The title of the goods does not pass until payment is received in full.
4. We offer dropship as a service; all return policies are Kidsaw Ltd's *business customers* responsibility.
5. All deliveries must be checked, and a courier's driver image or a *customer's* signature will be taken as confirmation that all items delivered were in an acceptable condition.
6. Within 30 days starting from the day after receipt, if an item is found to have any 'damage/defects/faults' it can be returned to the Kidsaw Ltd warehouse. The *customer* will need to document **all** 'damage/defect/faults' and submit images to the *business customer* who will then pass these on to us (Kidsaw Ltd). Refer to point 7 regarding returns.
7. Any item(s) being returned *with* or *without* its original packaging solely rests upon the *customer* to deliver the item(s) back to us in the same condition it arrived in. If goods are being returned *with* or *without* its original packaging, then any further damage sustained during transit than what has been documented by the *customer*, gives us (Kidsaw Ltd) the right to retain up to 0-100% of the item cost. Item(s) that are returned and are not severely damaged or defective are sold on the second-hand market by Kidsaw Ltd.
8. If an item is received and has 'missing parts', 'duplicate panels' or any other 'minor defect' we will issue the correct or replacement part(s). Minor defects such as 'chips', 'dents', 'defective paintwork', a partial refund can be offered to your *customer* to keep it 'as is' or a replacement part can be issued.
9. For replacement parts, images must be provided by your *customer* as well as the part numbers from the item(s) instructions. Images will be evaluated by us (Kidsaw Ltd) and if the item(s) look to have been 'misused/built incorrectly' a charge will be applicable for replacement parts.
10. The risk in the goods shall be passed upon delivery to our *business customers* or their *customers*.
11. Kidsaw Ltd cannot accept any liability for any damage to furniture items during transit from the *business customers* premises to their *customers* home premises, nor by their *customers* internal movement of the furniture.
12. Kidsaw Ltd will not accept any returns for a *customer's* 'change of mind' and instead will need to be returned to the *business customers* premises.
13. Any items wanting a return and that are accepted by Kidsaw Ltd must be properly packaged. Images will need to be obtained by our *business customers* and forwarded on to us (Kidsaw Ltd) for approval before a return is raised. If an item is sent back and damages occur in transit due to poor packaging, refer to the cost retention in point 7 above.
14. Kidsaw Ltd shall be under no liability in respect of any defects arising out of wear and tear, neglect and abnormal conditions of use, failure to follow the instructions of use or misuse.
15. In the event of a *business customer* receiving a cancellation while any item(s) are in transit, we will issue a full credit for the item, but delivery costs and any other surcharges will be retained.
16. Any items sold as 'ex display' or 'sold as seen' no exchange or refund will be given.
17. Kidsaw Ltd reserves the right to amend or change the design, materials, construction methods and trims without notification.