

Altus Group Ltd
Unit D
Crescent Trade Park
Moons Moat Drive
Redditch
Worcestershire
UK
B98 9DZ

Altus Electronics Ireland Ltd
608
Harbour Point Business Park
Little Island
Co. Cork
Ireland
T45 DX56

Phone: +44 (0) 1386 791 074

Website: www.altusgroup.co.uk

E-mail: sales@altusgroup.co.uk



Altus Group Order Acknowledgement Form & Extended Terms

Thank you very much for your order. To ensure smooth processing please can you fill in the following so that we have all of the important information in one place. We will not place our order until this information is received as the requested delivery date can affect when we want the build to begin.

1.Question	Answer
1.1 Delivery address	
1.2 Opening hours <i>Warehouse times for delivery</i>	
1.3 Main contact <i>Email address for all communications now and moving forward</i>	
1.4 Cc contacts <i>Email addresses for all communications now and moving forward</i>	
1.5 Forklift <i>Do you have one on site or are you hiring?</i>	
1.6 Preferred delivery date <i>Include any exclusion dates such as 'not before' or 'not until after'</i>	
1.7 Storage <i>Do you have space to store the machine if it is ready early?</i>	
1.8 Delays <i>Do you foresee any possible delays to the order? (new building / other deliveries etc.)</i>	
1.9 Installation <i>Do you require installation as soon as delivered?</i>	

Disclaimer:

Any changes made after receipt of this completed document, may incur additional charges described below

Altus Group Ltd
Unit D
Crescent Trade Park
Moons Moat Drive
Redditch
Worcestershire
UK
B98 9DZ

Altus Electronics Ireland Ltd
608
Harbour Point Business Park
Little Island
Co. Cork
Ireland
T45 DX56

Phone: +44 (0) 1386 791 074

Website: www.altusgroup.co.uk

E-mail: sales@altusgroup.co.uk



1. Bank charges for foreign currency exchange

Where relevant, payment should be made to Altus exclusive of bank senders fees and charges which are yours to bare. You are responsible for paying in the appropriate currency.

2. Delivery delayed based on customer request

Altus logistics department will confirm a preferred delivery time by customer and date at order acknowledgement, which can be mutually agreed between both parties. Altus accepts no liability for deliveries delayed due to outside factors impacting logistics time, but customers need to be ready to accept deliveries with the appropriate lifting services in place when they are ready.

- 1.1 **No charge** with a bandwidth of **7 calendar** days from the date of preferable delivery to customer site.
- 1.2 **£40.00** daily charge for a storage after **7 and 45 calendar days** from the date of delivery to customer site. Customer accepts to be invoiced for any balance of their order.
- 1.3 **£80.00** daily charge for a storage after **45 calendar days** but only in special circumstances. Customer accepts to be invoiced for any balance of their order.
- 1.4 The warranty period will be calculated based on the original installation date.

3. Order cancellation by customer

In the event of customer requests an order cancellation, the following liabilities will apply.

- 2.1 Within **30 days** of order acknowledgement, **15%** of the total order value will be payable.
- 2.2 Within **60 days** of order acknowledgement, **30%** of the total order value will be payable.
- 2.3 Within **90 days** of order acknowledgement, **60%** of the total order value will be payable.
- 2.4 **Within 2 weeks** of delivery to customer site, no cancellation refund will be accepted, and full payment of total order value will be payable.

In these circumstances, we will endeavour to help to sell the product but cannot accept any obligation to do so. Any subsequent resale will not necessarily carry our normal warranty obligations and must be discussed at the time of resale.