

Terms & Conditions

1. PRICES: are ex works excluding VAT. Orders are accepted at current prices but under exceptional circumstances may be subject to revision before delivery. Under such circumstances the customer will be given the option to accept the new price or cancel within 7 days after having received notice of the new price.

2. SETTLEMENT: shall be 30 days from date of Invoice to approved open credit accounts (unless payment for goods previously supplied is overdue) otherwise payment shall be before dispatch or by arrangement on invoice. Terms are subject to status.

3. DELIVERY: the delivery time quoted is from receipt of order or approval of our drawings where applicable and may be subject to delay beyond our control. Time shall not be of the essence and the purchaser shall not be entitled to claim compensation or damages as a result of delay in delivery.

4. CANCELLATION: may be made with written consent only on terms that indemnify Amp Power Protection Ltd against losses. Cancelled orders incur a 25% handling charge for bespoke products and 10% for standard products plus any associated aborted and logistics charges.

5. OWNERSHIP: of goods shall not pass to the buyer until all sums owing in respect of any goods have been paid.

6. DIVISIBILITY:

(a) The Company reserves the right to make deliveries/and or services by instalments and to render a separate invoice in respect of each such instalment.

(b) If the Company exercises its right to make deliveries/and or services in accordance with sub-paragraph (a) above, then any delay in the provision of such deliveries/and or services, or failure to deliver any further instalment or instalments, shall not entitle the Buyer to reject the Contract or the delivery/service of any other instalment or to withhold payment in respect of any instalment previously delivered/serviced.

7. RISK: shall pass to the buyer on delivery to the address stated on the order.

8. LOSS OR DAMAGE: of goods must be notified to Amp Power Protection Ltd in writing within four days of delivery of the goods.

9. DESIGN AND SPECIFICATION: may be subject to alteration without notice. It is assumed that goods specified by the customer are sufficient and suitable for the purpose for which the goods were ordered.

10. INSPECTION AND TESTS: If special tests or inspection in the presence of the customer are required then these will unless otherwise agreed be at our works and charged as extra accordingly.

11. GUARANTEE: HSUPS will repair all defective goods free of charge on receipt of proof that the goods have been used within their rating, not misused, physically damaged or modified and providing that:

11.1 The goods are returned under the Amp Power Protection Returns Procedure, carriage paid home.

11.2 For an on-site repair the Customer provides reasonable access during normal working hours (Monday to Thursday 08:30 to 17:00, Friday 08:30 to 16:00) where an on-site repair is agreed beforehand with Amp Power Protection

11.3 For an on-site repair outside normal working hours, the Customer agrees beforehand to reimburse Amp Power Protection for travel expenses, time and engineers out of pocket expenses and any additional labour on site.

11.4 The period of the guarantee is 12 months from the date of purchase or longer if stated in the literature or quotation to which any Order has been accepted against describing the particular range of products.

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11.5 It is understood that no liability will be accepted for consequential loss or damage or any other expenses.

12. EXPORT: orders must be accompanied by reference to a UK bank or suitable organisation prepared to accept payment responsibility upon presentation of our invoice and shipping document.

13. LAWS: Laws of England and Wales shall apply to all contracts.

14. SURCHARGE: Amp Power Protection reserves the right to surcharge any account settled by Credit/Charge card by 5% if the facility is available

15. OVERDUE PAYMENT: overdue accounts will be charged interest at 2.5% per month or part thereof.

16. AFTER SALES SERVICE: will not be implemented unless the goods and any services are paid up in full when due.

17. RETURNS: all returns must be agreed with Amp Power Protection and be registered under its return's procedure. Amp Power Protection reserves the right to reject goods arriving at its factory or premises that are not so recorded or clearly marked with the correct returns number. Returns will be subject to a handling fee.

18. ON-SITE SERVICE PROVISION: all services considered necessary for the safe delivery, installation and operation of any Amp Power Protection product shall be the responsibility of the Customer unless Amp Power Protection has so been instructed in writing beforehand to provide such services to an agreed specification.

19. SYSTEM COMMISSIONING: Any on-site installation and assembly must be completed before commissioning. Under no circumstances should equipment be connected to the power system until the power system has been commissioned. Commissioning must be performed by an electrically competent person.

Commissioning by personnel other than those considered reasonably competent will invalidate any warranty. Claims for damages caused otherwise shall not be accepted.

20. UK WARRANTY: All Amp Power Protection products are manufactured under carefully controlled conditions to high quality standards. Under the conditions of service specified they may be expected to give a long and trouble free operating life. In case of failure under normal service and within one year of the date of purchase Amp Power Protection or its Appointed Agents should be consulted. Their liability will however be limited to the repair or replacement of defective units at their absolute discretion. Any advice given other than as a result of an onsite evaluation by Amp Power Protection visiting engineers and for which a fee will be charged is given in good faith but without responsibility. Moreover, neither Amp Power Protection nor its appointed Agents can accept any responsibility for failure or poor performance of any of its products resulting from operation outside of rated limits or from any other misuse or abuse whatsoever. In any event Amp Power Protection does not accept any liability whatever for consequential loss or damage resulting from the use in any way of its products. All goods subject to claims under this Warranty must be returned to our factory by prior arrangement only with the carriage home paid by the sender.

The terms of this Warranty do not apply where the buyer is in an overseas area where the quality of the main supply makes it uneconomical to provide this warranty or where spares are issued in lieu of warranty.

21. SPECIFICATION: Every effort has been made to ensure the accuracy of data published by Amp Power Protection. However, Amp Power Protection does not accept liability for loss, damage or injury resulting from any error or omission in its published specifications. As part of the Amp Power Protection policy of continuous product improvement Amp Power Protection reserves the right to change designs and specifications without notice. Amp Power Protection therefore recommends that customers verify all published data together with future availability before incorporating products into their own designs or schemes.