

Terms and Conditions for NPG Fire Safety Ltd.

1. Introduction

1.1 These terms and conditions govern the services and the sale, design, installation and maintenance of systems and equipment by NPG Fire Safety Ltd, a company registered in England, with company number 13228800 and registered office at Unit 8 Clawthorpe Hall Business Centre, Burton In Kendal, Cumbria, England, LA6 1NU.

1.2 By engaging our services, you agree to comply with and be bound by these terms and conditions.

2. Definitions

2.1 "Company" refers to NPG Fire Safety Ltd.

2.2 "Customer" refers to the person or entity purchasing goods or services from the Company.

2.3 "Goods" refers to the systems, equipment and related products supplied by the Company.

2.4 "Services" refers to the installation, maintenance, and any other services provided by the Company.

3. Orders

3.1 All orders for Goods and Services are subject to acceptance by the Company.

3.2 The Company reserves the right to refuse any order at its discretion.

4. Pricing and Payment

4.1 Prices for Goods and Services are as quoted and may be subject to change without notice.

4.2 Payment terms will be specified in the invoice provided by the Company.

4.3 The Customer agrees to pay all invoices in full by the due date specified.

5. Delivery and Installation

5.1 The Company will use reasonable efforts to deliver and install Goods on the agreed date but shall not be liable for any delay.

5.2 The Customer shall provide access to the premises for installation or service visit and ensure that the site is ready for the installation of all Goods.

6. Warranty and Liability

6.1 The Company warrants that Goods will be free from defects in materials and workmanship for a period of 12 months from the date of installation.

6.2 The Company's liability for any breach of this warranty is limited to the repair or replacement of the defective Goods, excluding the cost of labour.

6.3 The Company shall not be liable for any indirect, incidental, or consequential damages arising from the use of the Goods.

7. Maintenance and Support

7.1 The Company offers maintenance and support services under separate agreements.

7.2 The Customer is responsible for ensuring regular maintenance of the systems and equipment in accordance with legal requirements.

8. Cancellation and Returns

8.1 The Customer may not cancel an order prior to installation unless agreed and by providing written notice to the Company.

8.2 Returns of Goods are subject to the Company's return policy and must be authorised by the Company.

9. Data Protection

9.1 The Company will process personal data in accordance with its privacy policy and applicable data protection laws.

10. Governing Law

10.1 These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.

10.2 Any disputes arising under or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. General

11.1 The Company reserves the right to amend these terms and conditions at any time.

11.2 If any provision of these terms is found to be unenforceable, the remaining provisions shall continue in full force and effect.

Contact Information

For any questions or concerns regarding these terms and conditions, please contact us at:

NPG Fire Safety Ltd
Unit 8 Clawthorpe Hall Business Centre, Burton In Kendal, Cumbria, England, LA6 1NU
Email: enquiries@npgfiresafety.co.uk
Phone: 0800 0431203