Terms and Conditions

1. GENERAL
Gazelle Book Services Limited (hereafter referred to as the Company) is prepared to supply the Customer with books and other goods on the basis of its terms and conditions as set out below.

2. PRICES
All prices on invoices are current at the time of reporting. Pprices for temporarily unavailable items, items not yet published or prices on orders not yet accepted by the Company, are subject to change.

3. POSTAGE
Postage will be charged on a weight and territory basis, unless the order is made against a promotional "post-inclusive" deal.

4. DUTIES AND TAXES
International customers may be subject to import duties and taxes once the shipment reaches their country. All such duties and taxes are the responsibility of the Customer.

The Company has no control over these charges and cannot predict what they may be. Contact your local customs office for additional information. The Customer has no right to a refund or a credit against invoiced amounts where goods are not delivered to the Customer because the Customer refuses to pay relevant import duties and charges.

5. PAYMENT METHODS
Payment should be made directly to the Company using one of the following methods:

    a) Bank transfer. Barclays Bank plc, 38 Market Street, Lancaster, LA1 1HR
    SORT CODE 20-47-61 SWIFT CODE BUKB GB22 ACCOUNT No.10409081.
    IBAN No. GB25BUKB20476110409081

    b) Credit Card. The Company accepts all major credit cards, except American Express. All payments should quote the respective invoice number.

    c) PayPal. The Company's email address is sales@gazellebookservices.co.uk. Please enter the Invoice number(s) being paid into the "Special Instructions to Seller" section.

6. PAYMENT TERMS
Nett 30 days from the date of invoice, unless agreed in writing in advance.

7. LEGAL TITLE
All goods remain the property of the Company until paid for in full.

8. DELIVERY PROBLEMS
Claims will only be accepted if submitted in writing on the following basis:

    a) Damages and shortages must be notified within 14 days of the delivery date.

    b) Non-delivery must be notified within 14 days of the relevant invoice first appearing on the statement.

9. RETURNS POLICY
All returns must be pre-approved by our Lancaster office before credit can be considered. All costs involved in the return of goods are to be borne by the Customer unless a supplier error has been agreed upon.

For goods received in an imperfect condition, the Company may agree to the return of only cover/title pages. The Company will not credit the costs incurred in the return of complete books if prior authorisation has not been obtained. For returns to qualify for credit, the goods must:

    a) be in a condition which permits full-value resale;

    b) still be distributed by the Company at the time authorisation for return is requested;

c) be supported by a valid account number and invoice number;

d) returns must be made within thirty days of the date of invoice.

Authorisations made by third-party representatives do not, in any way, guarantee that credits by the Company will be given. Unauthorised returns will be stored by the Company for a period of thirty days pending collection by the Customer, after which time the Company reserves the right to dispose of the returns without further liability.

Return of goods from a trade account customer may be made within a period of twelve months from the date of invoice.

For returns to qualify for a credit, the return of goods must be pre-approved and the goods must:

a) be in a condition which permits full-value resale;

b) still be distributed by the Company at the time authorisation for return is requested;

c) be supported by a valid account number and invoice number;

d) Not exceed 10% of the total invoiced value on the trade account over the prior twelve-month period.

10. VARIATIONS

No variation to these terms shall be valid unless approved in writing by a director of the Company.

11. GOVERNING LAW

All sales and invoices issued under these terms and conditions shall be governed by English Law.