

Terms of Supply – Returns – Copyright - Privacy**1 Our Contact Details**

You are welcome to write to us, contact us by email, or by phone 9am-5pm at:
NCS UK Limited, 71 Ancastle Green, Henley on Thames, Oxfordshire RG9 1TS
info@ncscolour.co.uk
01491 411717

2 Orders

Orders can be placed online at ncscolour.co.uk, by phone 01491 411717, email to sales@ncscolour.co.uk or in writing to the address above. Please contact us if a proforma invoice is required.

3 Payment

Payment must be made in advance by credit/debit card (except Diners), cheque or bank transfer, or where credit arrangements have been agreed in writing invoices are payable within 30 days from the date of invoice. All online payments are processed via Sagepay the largest independent payment provider in the UK. Sagepay adheres to the most stringent levels of fraud screening, ensuring that payment details remain secure throughout the transaction process.

4 Next Day Delivery

We make every effort to despatch orders placed before 1pm same day by first class or guaranteed post. Most products are sent by guaranteed post. Otherwise either first class or guaranteed post can be selected when completing the purchase. Remember that guaranteed post has to be signed for.

If an item is out of stock we will advise you of the estimated delivery date by email or phone. The Company shall not be liable for any loss or damage arising from failure to observe any delivery date, or for any delay caused by events beyond our control eg postal strikes.

5 VAT All sales are subject to VAT which is charged in addition to the product price and p&p for UK sales. VAT is not charged for EU sales where the VAT number is supplied, or for non VAT countries.

6 Returning Damaged, Faulty or Incorrect Goods

NCS products are of the highest quality and are carefully inspected and packed. We will refund the purchase price and p&p or replace free of charge any products which our examination confirms are damaged, faulty or incorrect provided the Goods are returned to us at your own expense and risk within 10 days of receipt. We recommend that a recorded delivery service is used when returning goods. Please contact us immediately on 01491 411717 or info@ncscolour.co.uk so that a replacement can be sent as quickly as possible.

Damaged goods: Please check packaging for damage in transit before taking delivery and ask Royal Mail / Parcelforce to return the item to us if the packaging is damaged.

If for any reason the original goods are not returned, or found to be not faulty or incorrect, we reserve the right to charge for the replacement on the payment card used for your original order.

7 Refunds Refunds can only be made for faulty or incorrect goods (not as ordered). Our website has full information on all products and we are happy to supply further information or answer queries. If you are not sure which product you require please contact us on 01491 411717 or info@ncscolour.co.uk.

8 Retention of Title NCS UK Limited shall retain title and ownership of the Goods until payment in full has been received.

Terms & Conditions – Returns – Copyright - Privacy

9 Liability NCS UK Limited shall under no circumstances be liable for any indirect, special or consequential loss (including loss of anticipated profit or third party claims) arising from the supply of or intended use of the Goods, even if the Company has been advised of the possibility of such potential loss.

10 Trademarks 'NCS', 'Natural Colour System', are registered trademarks and the copyright property of NCS Colour AB, Stockholm, Sweden. Colour notations, samples and collections and other colour related colour communication products and services are protected by copyright. Anyone wishing to produce a colour with NCS notations or use the trademark in connection with any colour related products or services should first obtain written permission from NCS UK Limited or from NCS Colour AB.

11 Copyright and other Intellectual Property Rights Materials protected by copyright and include, for example, titles, graphic presentations and colour references. The unauthorised claim, or cross references in print, on colour cards or other colour communications materials, software or hardware, measurement equipment etc, inferring, in whole or in part, that any referenced colour or colour system is the same as, or equivalent to the NCS or an NCS reference is strictly prohibited.

12 Proper Law The contract shall be deemed to have been entered into in England and shall be governed by English law and the parties agree to submit to the exclusive jurisdiction of the English High Court.

13 Privacy By visiting ncscolour.co.uk you are accepting our policy on Privacy as detailed here. NCS UK Limited stores any personal information provided by you for the purpose of fulfilling your order or enquiry. We would like to update you from time to time with details of new products or services, or trade shows or events where you can meet us. If you prefer not to receive mail or email from us please contact sales@ncscolour.co.uk. We will not sell customer information to others. We may provide customer information to others to perform functions on our behalf eg delivering packages, sending mail or email, processing credit card payments. We would release information when appropriate to comply with the law or protect against fraud. We may refer your enquiry to the NCS head office:

NCS Colour AB
PO Box 49022, SE-100, 28 Stockholm, Sweden
info@ncscolour.com
+46 (0)8 617 47 00

If you are based outside the UK & Ireland we may refer your enquiry to your nearest NCS distributor. There are distributors or agents in all European countries, and many other countries worldwide. These are listed on ncscolour.com.

If you have any concerns about privacy at ncscolour.co.uk please contact us at info@ncscolour.co.uk.

NCS UK Limited
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