



Wharton Electronics Ltd, Terms of Business

Your order is accepted subject to our conditions of supply. Please note that we are a UK manufacturer specializing in the bespoke design and production of digital clocks for commercial use, operating on a "make to order" basis.

1. Payment will be due strictly when the order is placed. All invoices should be paid in full without deduction of bank charges, settlement discounts, etc. unless otherwise agreed at time of ordering.
2. The delivery date quoted is our best estimate and every effort will be made to ensure that despatch will take place by the date stated on our official Order Acknowledgement. However, it is possible that the delivery date may be extended by factors outside our immediate control, in which case we will advise you at the earliest opportunity.
3. Please note that title to the goods only passes to your company upon payment in full of all outstanding amounts.
4. Prices are based on payment being made within our terms of business. We reserve the right to recover from the Customer any additional costs incurred if payment is not made by the due date. Future supply may be suspended if payment is not made within our terms of business.
5. All claims for damages or short delivery must be made in writing within 7 days of the despatch date. The risk of loss or damage to the goods shall pass to the Purchaser forthwith upon delivery by the carrier to the Purchaser.
6. All prices quoted are net ex-works unless otherwise agreed at time of quotation and ordering.

7. In the interest of product development and improvement, we reserve the right to alter any product specifications and information without notice.
8. The software integrated in the products sold remains the property of Wharton Electronics Ltd and is supplied with a non-transferable license for use with the supplied product only.
9. **Warranty.** The products are warranted against any defect in material and workmanship for a period of 24 months from date of supply. The warranty is at our choice to repair or replace free of charge the faulty goods subject to their return to our works. Wharton Electronics Ltd is not responsible for any other direct, indirect or consequential damage from the use of or inability to use these products resulting from a defect howsoever caused, or from normal operation.
10. **Cancellation Policy Prior to Shipment Standard Stock Items:** A 20% administrative charge will apply to the cancellation of orders for standard stock items that are not custom-manufactured.

Bespoke and Manufactured-to-Order Items (including all custom-designed digital, outdoor/IP65, and time zone clocks): Since the majority of our products, particularly bespoke clocks, are manufactured specifically against a customer's order, cancellation prior to shipment will incur a variable charge. This charge will range from 20% to 95% of the total order value, depending directly on the production stage reached and the product's specific requirements.

Wharton Electronics Ltd is the UK distributor for Analogue clocks presented on our website, 100% payment with order and no returns or cancellation applies to orders.

11. **Restocking Policy,** most products, including all bespoke designed digital, analogue, and time zone clocks, are manufactured specifically to customer orders. Therefore, we generally cannot accept returns for these items unless they are being exchanged for an alternative or similar product. For any accepted returns, a restocking charge will be applied. This charge is assessed on a case-by-case basis and will range between 50% and 95% of the item's cost.

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