

The following definitions will apply in the interpretation of these terms and conditions:

The Company shall mean International Diplomatic Supplies (IDS).

The Customer shall mean the body, whether incorporated or unincorporated, which purchases or intends to purchase goods from The Company.

The Product shall mean the items sold or supplied by The Company to The Customer under these terms and conditions even where The Product is more in the nature of supply of services.

The Contract means the contract between The Company and The Customer for the sale and purchase of Goods incorporating these Terms and Conditions.

General - The terms and conditions shall govern all sales of any Products to any Customers by The Company and shall override any additional or conflicting conditions The Customer may attempt to impose. No variation of these terms and conditions shall be valid unless agreed expressly and specifically in writing by The Company.

Orders - Orders should be placed via the website or can be e-mailed to a Sales Manager or Customer Service Executive and must clearly identify the Product(s), pack sizes and quantity ordered. The country of final destination must be quoted on all orders. All orders received are subject to acceptance by The Company. Each order shall be considered as a separate contract.

Cancellation Policy - Orders for Products listed online may be changed or cancelled up to 30 minutes after order placement. If The Customer should cancel an order for products in the extended range and the products have been specifically pre-ordered, then the full price of The Products and any additional handling, transport, shipping or insurance costs committed and/or incurred at the point of cancellation will become the responsibility of The Customer and will be payable under The Payment terms outlined below. The property of The Products subsequently returned to The Company premises following cancellation of an order will be retained by The Company.

Prices - Prices charged are those determined by The Company at time of shipment of the product - any change in price against the order would be advised to The Customer prior to shipment. Prices are exclusive of VAT and taxes.

Delivery - Prices for delivery in London, Dubai and Abu Dhabi are a delivered price, except where agreed minimum value has not been reached.

All other prices are quoted ex-warehouse, FOB, CIF or an additional term in line with Incoterms 2020. Any other delivery terms are available on request for specific orders or enquiries.

Title to the goods and all risks in relation to the goods will pass to The Customer upon receipt at the agreed Incoterms 2020 by The Customer.

All references by The Company to the timing of delivery to The Customer are estimates. In no case shall the estimated time of delivery to The Customer become a term of the contract. Every reasonable effort will be made on the part of The Company to meet agreed times and location for delivery, shipment or collection. However, these cannot be guaranteed and The Company shall not be liable for any loss caused by delay in delivery. Every reasonable effort will be made by The Company to ensure availability of The Product to meet orders for shipment. Actual availability will be confirmed at point of ordering. The Company shall not be liable for any loss caused by the unavailability of The Product ordered.

The Company does not operate a "sale or return" policy.

For online orders, shipping and insurance charges will be displayed as a percentage of The Customer's basket on checkout. This charge will be displayed based on a specific shipping route. The charges may vary if The Customer wishes to alter the route. Any additional charge will be added to the final invoice. All delivery terms are subject to the rules of Incoterms 2020.

Products - The Company guarantees that all goods supplied conform in every respect to relevant UK, UAE and US legislation dependent on delivery location. However, it is the sole responsibility of The Customer to ensure that The Products ordered are acceptable under the laws of the importing country in relation to labelling, packaging, ingredients and any other considerations. The accuracy of any special requirement of The Product contained in the order is the responsibility of The Customer.

Claims - The Customer, upon receipt, must inspect all of The Product(s). Any claim on The Company by The Customer based on any defect in the quantity, quality or condition of The Product(s) must be reported in writing to The Company within three days of receipt, otherwise it shall be deemed to have been accepted by The Customer. Where there is a valid claim based on any defect of quality, The Company shall issue a credit note for no more than the invoiced price to The Customer for The Product(s) not supplied and shall have no further liability to The Customer.

Payment - Payment will be on order placement for online orders unless otherwise agreed in writing by The Company. Business accounts can agree to pay online by Visa/Mastercard credit/debit cards, in cash, bank transfer or through the payment link.

If The Customer fails to make a payment to The Company when it becomes payable, The Company reserves the right to:

- defer or cancel any further orders.
- charge interest at 3% per month.
- charge the Customer all expenses, including legal fees, which The Company may incur in recovering such outstanding sums.
- take payment in advance on future orders.
- Once 30 days have lapsed since payment became due a £10 late payment fee will be added to any overdue account.

At the discretion of The Company, The Customer may be granted Open Account facilities up to a specified credit limit and on completion of a satisfactory credit investigation. The Company reserves the right to withdraw such facilities without giving notice or reason to The Customer.

The Company reserves the right to refuse to process or dispatch a new order until any overdue invoices have been settled in full, including any extra fees incurred by The Customer.

Retention of title - Notwithstanding the passing of risk in The Products, the property of The Products shall not pass to The Customer until The Company has received payment in full, together with payment of all other sums due.

Documentation - The Company shall give all reasonable assistance in obtaining the necessary documentation to accompany a shipment. However, The Company cannot accept responsibility for the acceptance of these documents by the authorities in an importing country. The Company reserves the right to charge The Customer for any documentation, inspection or other services supplied to The Customer in respect of their orders.

Assignment - The Company may at any time assign or subcontract all or any of its rights or obligations under The Contract. The Customer shall not be entitled to assign The Contract or any part of it without the prior written consent of The Company.

Jurisdiction - These terms and conditions shall be governed by the laws of the United Kingdom.