

# ANGLEPOISE®

## **Working with us** **Terms and Conditions** **China 2022**

ABANDON  

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DARKNESS



## 终身保修

**Anglepoise** 为其所有为家庭环境购买使用的灯提供终身保修。

这对您的客户和我们的地球来说都有巨大的好处。

我们致力于客户能长久使用我们的产品并提供专业的售后，因此请鼓励您的客户按照 包装内说明 简便地进行注册（或将其信息发送到我们的网站）。

我们不会将客户数据用于营销，它只是为了让每位客户都能轻松地完成注册流程从而取得售后服务。

## Guaranteed for Life - Warranty

Anglepoise offers a **Lifetime Guarantee** on all its lights that are bought for a **domestic** setting.

This is a great benefit for your customers and our planet.

We are committing to looking after these lights for future generations so please encourage your customers to register their product using the simple in-box instructions (or just send them to our website).

We do not use this data for marketing purposes, it is simply there to make the Guarantee fulfilment process easy for everyone.

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## 社交媒体和通讯

注册 **Anglepoise** 时事通讯以获取最新消息和更新：

**[www.anglepoise.com/newsletter](http://www.anglepoise.com/newsletter)**.

您也可以在微信上找到我们 - 只需使用 **@anglepoise** 搜索



**@anglepoise**

We can be found on WeChat - just search using **@anglepoise**

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# Working with us

**ANGLEPOISE®**  
Abandon Darkness.

想在您的门店中储存我们的灯并下订单吗？

我们非常欢迎您的咨询。

请与我们当地的代理联系以获得帮助。

## Want to stock our lights in your store and place an order?

We'd love to hear from you.

Please get in touch with our agent for local assistance.

### Arrakis

上海市淮海中路622号8幢

Building 8, No.622, Huaihai Zhong Road, Shanghai

email - [arrakis@arrakis.com.hk](mailto:arrakis@arrakis.com.hk)

张倩 Bettina - 186 2153 8905

李听雨 Alex - 136 3634 5338

要与我们的客户支持团队交谈或了解有关定制订单的更多信息，请访问

[www.anglepoise.com/contact-us](http://www.anglepoise.com/contact-us)

To speak to our Customer Support team or find out more about custom orders please go to

[www.anglepoise.com/contact-us](http://www.anglepoise.com/contact-us)

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### 库存查询

我们的目标是随时为中国市场的客户提供我们的核心产品。

如果您需要大量产品——尤其是针对特定项目时，

请尽早联系我们，我们会告诉您库存产品是否可满足您的需求。

### Stock enquiries

Our aim is to have our core range for the Chinese Market in stock at all times.

If you need large quantities of a product – particularly if it's needed for a specific project then get in touch as early as possible and we'll tell you what is available.

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### 定做或客制的颜色

选定的范围可以是“定制”并提供客户定制的特殊颜色，但我们确实有严格的最低订购数量。

请通过 [www.anglepoise.com/contact-us](http://www.anglepoise.com/contact-us) 联系我们的客户支持团队，我们会告诉您可能的情况以及完成您的订单可能需要多长时间。

### Made to order or Custom Colours

Selected ranges can be 'made to order' and are available in bespoke colours but we do have strict Minimum Order Quantities.

Please contact our Customer Support team at [www.anglepoise.com/contact-us](http://www.anglepoise.com/contact-us) and we'll let you know what is possible and how long it might take to complete your order.

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## 1. Contact Information

### General Enquiries

China Agent

### Arrakis

上海市淮海中路622号8幢

Building 8, No.622, Huaihai Zhong Road, Shanghai

**arrakis@arrakis.com.hk**

张倩 Bettina - 186 2153 8905

李昕雨 Alex - 136 3634 5338

### Anglepoise HQ

Anglepoise Ltd.

A10 Railway Triangle

Walton Road

Farlington, PO6 1TN

United Kingdom

**[www.anglepoise.com/contact-us](http://www.anglepoise.com/contact-us)**

+44 (0) 1227 538 038

# Terms & Conditions

**ANGLEPOISE®**  
Abandon Darkness.

Anglepoise Ltd. Terms & Conditions of Sale

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## 1. Pricing

1.1 Prices charged will be the current list price on the day on which the Order is placed unless otherwise stated in writing by the Company. The Company reserves the right to change list prices at any time and on any product without prior notification.

1.2 Where the Company's quotation contains prices which are different from the published price list and the Order is placed within 30 days from the date of the quotation, then the prices shown in the quotation shall be the prices payable for the Goods.

1.3 Unless otherwise stated in the Contract, prices are quoted exclusive of value added tax and sales tax, carriage and freight which will be payable in addition.

## 2. Delivery Lead Times

2.1 The Company will make all reasonable efforts to deliver all Goods within the period stated upon Confirmation of Order. The Company will not have any liability to the Customer for any delay in delivery.

2.2 An Order will only be considered placed once a Confirmation of Order has been provided by the Company.

2.3 The Customer will be responsible for inspecting Goods upon delivery and it is a condition of the Contract that any shortage or defect in Goods at delivery are notified to the Company in writing within two working days from the delivery date.

## 3. Payment Terms

3.1 Where goods are ordered to a specific Customer specification, it is the responsibility of the Customer to verify the specification of the goods as outlined in the Confirmation of Order provided to the Customer.

3.2 If a custom ordered item meets the specification agreed to in advance on the Confirmation of Order, these goods may not be returned under any circumstances.

3.3 Invoices that are not disputed within 20 days of invoice date are conclusively deemed accurate.

3.4 You shall pay the undisputed portion of the fees promptly and provide written details specifying the basis of any dispute.

3.5 For non-stock (bespoke) items a non-refundable 50% deposit is payable at point of order.

## 4. Property & Risk

4.1 The risk of loss or damage to the Goods passes to the Customer upon delivery.

4.2 Any Goods delivered to the Customer remain the property of the Company until payment in full of all amounts due to it from the Customer has been received by the Company.

4.3 No re-sale of the Goods by the Customer shall take place until payment is made in full to the Company.

## 5. Unexpected Events

5.1 If the Company is prevented from carrying out its obligations to the Customer by a cause beyond its reasonable control, including fire, flood, storm, failures of sub-contractors or transport, industrial action or acts of God. The Company shall not be liable for any failure or delay. However, the Company will try to find alternative ways of performing its obligations where possible.

## 6. Guarantees & Liability

6.1 The Company will have no liability to the Customer or any third party if the Customer does not comply in all respects with the Company's instructions in relation to the product.

6.2 If the Customer notifies the Company immediately it becomes aware of any defect in the Goods which appears within two years of delivery, the Company will, at its option, either repair or replace any Goods found to be defective due to faulty manufacture or materials supplied by the Company.

## 6. Guarantees & Liability

The Company also offers an extended warranty for goods used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

For full details of the Companies 'Guaranteed for Life' terms and conditions please see our 'Guarantee for Life' page here: [www.anglepoise.com/legal/guaranteed-for-life](http://www.anglepoise.com/legal/guaranteed-for-life)

6.3 Where a defect has been notified, the Customer will, if so requested by the Company, return the Goods to the Company at the Customer's expense. If the Company subsequently confirms that the returned Goods contain defects attributable to the Company, the reasonable costs of re-delivery incurred by the Customer will be refunded.

6.4 The warranties given above will not apply to defects that are due to fair wear and tear, accidental damage or failure by the Customer or any third party to adhere to the Company's instructions or written recommendations.

6.5 All terms, conditions and warranties implied by law, trade use or otherwise (including but not limited to any warranties as to quality or fitness for purpose) are excluded to the extent permitted by law. The Customer, by entering into the Contract, acknowledges that the only warranties are those given expressly by the Company in these Conditions.

6.6 Under no circumstances will the Company have any liability to the Customer for any loss or damage (whether direct, indirect or consequential and whether in contract or in tort) except as expressly stated in these Conditions. However this will not relieve the Company from its legal liability for death or personal injury which is due to the negligence of the Company.

6.7 The sale of the Company's products is only permitted through the Customer's registered company and single associated website. Distribution, sales and transactions through other stores, multiple websites, third party companies or additional websites are not permitted unless by written permission from the Company. Such permission will not be unreasonably withheld.

## 7. Default

If the Customer:

- commits a breach of contract, or
- fails to make a payment on the due date; or
- becomes insolvent or has a receiver appointed then, in any such case the Company shall be entitled either to suspend the supply of Goods or, at its option, to cancel the Contract and repossess any Goods for which payment has not been received in full.

The Company shall also have this right if it reasonably considers that any of the events mentioned (a), (b) or (c) above are likely to occur.

## 8. Severance

If any provision of these Conditions is held by a court to be unenforceable, the remaining provisions of the Contract will continue in effect.

## 9. General

9.1 The Company has the right to sub-contract its obligations.

9.2 The Contract shall be governed by the laws of England and Wales.

## 10. Dispute

Any dispute between the parties shall be finally determined by the courts of England and Wales and the parties agree to submit to the jurisdiction of those courts. All products offered by the Company are supplied expressly upon these terms with no additions or modifications.