



**(1) Payment terms:**

Pro forma- due we require a 100% payment at the time of order .Product remains the property of ASD Global Imports Ltd until full payment is received.

Credit account customers must make the payment by 30days from the date of delivery.

**(2)Cancellation:**

Deposit shall not be refunded upon cancellation of the order.

**(3)Damages:**

Any damages must be informed by fax or email within 24hours of delivery of goods with details of the product that has damaged. It is essential for the customer to provide photographs of the damage.

Damages will be replaced within 1 to 2 weeks. PLEASE DO NOT SIGN FOR GOODS UNLESS FULLY CHECKED. IF GOODS ARE SIGNED FOR AND NOT CHECKED BY YOU, WE CAN NOT ACCEPT ANY RESPONSIBILITY. PLEASE SIGN UNCHECKED IF YOU DO NOT HAVE TIME.

**(4)Wrong delivery:**

If we have delivered wrong items to you in error then please inform us by fax or email stating name/codes of the items. Replacement goods will be replaced within 1 to 2 weeks. We kindly request the customer to re-package wrong items in original packaging to allow our couriers to collect and return to us.

**(5)Lead Time:**

This will vary between 1 to 8 weeks but we cannot guarantee this due to the fact that most of our items comes from around the world and can be held up due to import regulations and transport problems beyond our control.

**(6) Products not in stock:**

We reserve the right to send split order and forward remaining balance as back-order. If you prefer we are happy to offer the choice of choosing other in stock items if timing is an issue. We do not offer credit for out of stock product.

**(7)Non-arrival of goods on time:**

Please advise Astro Imports Ltd in writing by fax or email. We shall then make contact with our couriers and resolve as soon as possible.

**(9)Methods of payment:**

Cheques payable to ASD Global Imports Ltd.

Debit or Credit Cards are accepted in person or on the phone.

We do not add surcharge for card payments.

**(10) Non-Payment:**

Please note that all account customers must make payment according to the terms, failing to do so will initiate collection process which is **chargeable to the customer**. The charges include our **collection cost, Legal costs and will be payable even if the full balance of the outstanding invoice is paid**. This is a variable charge as per company policy for late payments.

**(11) ROT**

This **Retention of Title Clause** allows the seller to enter the buyer's premises for the purposes of inspecting or removing goods in which legal **title** has not yet passed (i.e. for which payment has not been made), and places an obligation on the buyer to ensure that the goods which are the subject of the clause are kept separately and are clearly identified as the goods of the seller.