

Setting up an account:

Companies wishing to purchase on credit account should complete and return the 'Application for credit account' form included in this catalogue or on our website at www.sontay.com. Please note that references will not be accepted from companies that are immediate competitors of Sontay.

Companies and individuals placing orders without an account will be invoiced on a proforma basis. Goods will not be despatched until the payment has cleared into our bank account, or for a faster response we are able to accept payment by Mastercard, Visa, and most types of debit/purchase cards.

Credit and payment terms:

All first orders on a customer's account will be on a proforma basis. After payment of their first order, customers will be offered credit terms subject to our standard Terms and Conditions.

All accounts will be subject to a trading credit limit. Accounts trading beyond these terms will be notified and asked to correct their account.

Our standard credit terms are nett monthly account unless agreed otherwise in writing

Accounts not settled within their terms will be notified and placed on stop.

Accounts trading beyond agreed credit terms may invalidate their product warranty. (See warranty section).

Sontay reserve the right to charge interest on overdue balances.

Sontay reserve the right to withdraw credit facilities should payment performance be outside of agreed terms.

Please note that we are no longer able to accept payment by cheque.

Non proforma credit and debit card payments will be subject to a 5% handling fee to cover bank charges.

Minimum order values:

In order that we may maintain our competitive pricing it is necessary for us to insist on minimum order values per shipment as follows:

UK and Republic of Ireland	£30
International	£50

Orders supported by a bank Letter of Credit will only be accepted if over £5,000 in value. In each case, an administration charge of 5% minimum will be applied to cover set-up of payment arrangements and any bank charges will be recovered at cost.

Discount structure:

Customers may be allocated sales discounts, any discount given will be determined and reviewed on the basis of actual turnover. Standard discounts only apply to the specific products in this catalogue, special products and custom variants are excluded and are net priced. Your company discount entitlement can be confirmed at any time by calling Customer Services.

Custom products:

Sontay is always willing to discuss OEM manufacturing and special build contracts. Please contact customer services or your account manager for more information.

Placing orders:

Orders can be placed by phone, fax, mail, e-mail or by our website. The following information is required:

- Order number
- Invoice address
- Delivery address
- Delivery date required
- Part shipment acceptance (Y/N)
- Customer contact
- Items detailed with Sontay part numbers

Delivery periods:

Many items are available for immediate delivery. In all cases where delivery is critical consult the Customer Service Team who will try to fulfil your needs.

Delivery tracking:

Deliveries sent using our UK courier Citylink or our International carrier UPS may be traced and progressed using online tracking tools. To use this service, please ensure our customer service team have your email address in order that tracking notifications may be sent.

Warranty:

All products purchased after the 1st January 2007 and paid for in full compliance with Sontay's Terms and Conditions of Sale are covered by a 2 year warranty from the date the goods were despatched. The product warranty is void if the bar code label attached to the product has been removed or tampered with in any way.

CE marking:

Compliance to the essential requirements of relevant EC Directives and British Standards is detailed on the datasheet for each product, and products are CE marked where appropriate. All data sheets are provided on our website and CD-ROM, copies of which can be obtained from the Customer Service Team.

WEEE and RoHS Directive Compliance:Waste Electrical and Electronic Equipment (WEEE) Directive

The WEEE Directive requires producers to pay for electronic and electrical equipment recycling and it covers a broad range of electronic and electrical products. The WEEE Directive aims to divert waste electronics from going into landfills and to encourage eco-design, reuse and recycling through producer responsibility. The WEEE Directive applies to standalone products. These are products that can function entirely on their own and are not part of another system or piece of equipment. Sontay do not supply any products that fit into this category.

Restriction of Hazardous Substances (RoHS) Directive

A sister directive to WEEE, the RoHS Directive bans the presence of specified hazardous substances in certain electronic and electrical equipment placed on the EU market after 1st July 2006. The RoHS Directive ensures that any such new electronic and electrical equipment does not contain *Lead, Mercury, Cadmium, Hexavalent Chromium, Polybrominated Biphenyls (PBB) and Polybrominated Diphenyl Ethers (PBDE)* that are often used as flame retardants in some plastics, unless derogation is provided for via an exemption.

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It should be noted that not all products that Sontay supply are subject to the RoHS Directive. For those that are subject to the Directive we are fully compliant.

Progressing an order:

To progress an order, please call our Customer Service Team and provide the following information:

- Your company name
- Your purchase order number
- The Sontay sales order number as stated on the order confirmation, if at all possible.

If the order has been dispatched but not received, then a 'Proof of Delivery' can be requested. It usually takes between 15 minutes and two hours to provide verbal delivery status or delivery time, location and signature, as applicable. A hard copy can be requested from the couriers, but can take some days to produce.

Delivery and packaging charges:

The following prices are for shipping and packing of parcels up to 30Kg within the UK. Heavier parcels are priced individually on request.

Service (UK deliveries only)	No. of packages (Price)			
	1	2	3	4
CityPack Next Day (upto 5 Kg)	£9.00	£11.50	£15.75	£20.00
Box Next Day (5 to 30 Kg)	£11.50	£19.00	£26.25	£33.50
CityPack before 10:30am Next Day (upto 5 Kg)	£21.00	£30.50	£42.00	£53.50
Box before 10:30am Next Day (5 to 30 Kg)	£30.50	£49.50	£68.25	£87.50
CityPack before Midday Next Day (upto 5 Kg)	£15.75	£18.00	£22.00	£26.25
Box before Midday Next Day (5 to 30 Kg)	£19.00	£30.50	£42.00	£53.50
CityPack before 09:00 am Next Day (upto 5 Kg)	£26.25	£38.00	£52.50	£67.50
Box before 09:00 am Next Day (5 to 30 Kg)	£38.00	£61.00	£84.00	£107.00

For international delivery charges please contact our Customer Service Team, should you choose to nominate you own freight forwarder a £25 handling charge will be applied to your account to cover our handling and admin.

Cancellation of an order:

Sontay employ the latest lean manufacturing techniques and often manufacture and source products to suit customer's instructions. In the event of a cancelled order, the customer will be liable for any costs incurred by Sontay during the fulfilment of your order up to the point of cancellation. Please note we will only accept written cancellation of an order. You will receive a confirmation of cancellation from us advising that we have been able to cancel your order. We regret that we cannot accept cancellation of confirmed orders for any special products and custom variants.

Customer collection:

The office is open for collections from 09.00 and 17.00 hours. Please call Customer Services to arrange a suitable collection time.

Loss, shortfall or damage (UK only):

Dispatches will only be delivered if the destination address is attended and the receiver will sign for receipt of the goods.

Our carrier will make all reasonable attempt to deliver the package, it is the customer's responsibility to have a representative available to receive the package. Please allow a 30 minute leeway on delivery times.

If there is nobody available to receive the goods, the carrier will leave a calling card and return the delivery to their local depot. Simply call the number on the card to rearrange the delivery. Neither Sontay nor the carrier will advise further of any failure to deliver.

Any loss, shortfall or damage discovered by the receiver/customer must be reported to Sontay within 7 days of despatch. Sontay will not accept any liability for claims made after this period and the customer will be liable to pay for the whole delivery.

Loss, shortfall or damage (Export):

All export orders are accepted terms, ex-works. Sontay accept no responsibility for either lost or damaged goods, we strongly advise customers to ensure that you have insurance in place to cover any such losses.

Product returns:

Please refer to the relevant information below for our procedures and guidelines on our product returns process.

All goods that are to be returned to us must have a RGF number and documentation stating the reason for return, please contact the Customer Service Team to obtain your RGF number should you need to return goods.

Any goods received without a valid RGF number or documented reason for return will not be processed and will be returned to the originator at their cost.

Warranty failures:

All goods received and accepted will the correct documentation will undergo inspection to determine their condition, goods that are determined to have failed within the defined warranty period will be credited or replaced as requested.

Goods that are deemed by inspection and test to have been damaged by the user will be referred back to the customer for a decision on either return or disposal, after notification

we will automatically return the goods to the originator after a period of 30 days without reply.

Should you require advance replacements to items being returned we will require you to place a new purchase order, then after inspection should any credit be due it will be placed against the original order.

Product exchange:

We offer to exchange products that have been ordered in error providing they are standard catalogue items, and have been returned within 60 days of purchase. These products will be inspected on return and if found to be in good condition for resale will be restocked for a 25% charge.

Should you require exchange of items in advance we will require you to place a new purchase order, then after inspection should any credit be due it will be placed against the original order less the 25% restock charge.

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Please note that all customised "special products" and non-catalogue items are excluded from the product exchange programme.

Sontay, easier to do business:

Sontay provide a range of services for customers to enable greater and easier access to key information and personnel.

Customer Services

UK Tel: 0845 345 7253 Fax: 0845 345 7353
International Tel: +44 1732 861225 Fax: +44 1732 861226
Email: sales@sontay.com

Technical Support

UK Tel: 0845 345 7253 Fax: 0845 345 7353
International Tel: +44 1732 861218 Fax: +44 1732 861219
Email: support@sontay.com

Accounts

UK Tel: 0845 345 7253 Fax: 0845 345 7353
International Tel: +44 1732 861202 Fax: +44 1732 861203
Email: accounts@sontay.com

Website

www.sontay.com

You will find the latest news, information on any product updates as well access to all technical datasheets for our range of catalogue products. Visit often as we are constantly evolving the site!

ISO9001:

Sontay Ltd. are committed to supplying products that meet or exceed our customers initial and continuing expectations of quality and service, and to this end we now have a Quality Management System that complies with the requirements of BS EN ISO9001:2000, the scope of which covers:

'The design, manufacture, sourcing and supply of electronic and electro-mechanical temperature and relative humidity sensors and their associated peripheral items.'



FM 53732
BS EN ISO9001: 2000

A copy of the certificate of registration is available.