

Terms & Conditions

Below are listed our terms and conditions of sale and it is important that you read and understand them. If you have any queries please contact us.

Acceptance of Orders

All orders are accepted by Judd Medical subject to these conditions. Judd Medical accepts no variation of these conditions will be accepted unless previously agreed in writing.

Customer's Authority

Customers entering into transactions with Judd Medical expressly warrant that they are authorised to accept and are accepting these conditions not only for themselves but also as agents for and on behalf of all other persons who are, or may become, interested in Judd Medical's goods or products, whether in whole or part.

Details and Specifications

Details and specifications are correct at time of publication but may be changed without prior notice. We will be pleased to check the latest specifications for you at time of ordering goods. Judd Medical reserves the right to alter specifications of any given product, and to withdraw any item without explanation or notification. All images are for illustration only. At the time of purchase the customer is responsible for checking that the specification meets their actual requirement, refer to the returns section for clarity on what items can be returned.

Payment

Payment of account is to be received by Judd Medical within 30 days from the date of each and every invoice. Failure to pay on the due date will entitle Judd Medical to withhold delivery of subsequent orders and any agreed discounts.

Prices

This price list replaces previous issues and is subject to change without notice. All prices quoted are subject to VAT at the prevailing standard rate and carriage charges.

Delivery, Title and Risk

Any time or date stated for delivery is an estimate only. Judd Medical makes every effort to despatch goods on time, but does not accept liability for failure to deliver within the stated time.

1. Judd Medical does not accept liability for shortages or damage to deliveries unless the Customer notifies Judd Medical of the shortage or damage within 48 hours by phone, of receipt of the delivery.
2. Delivery is deemed to take place when the goods are delivered to the Customer's nominated address, whereupon the risks of loss, breakage and all damage shall pass to the customer. It is the customer's responsibility to notify Judd Medical of any different delivery address to the one on record. To avoid confusion please state the delivery address on every order.
3. Title in the goods does not pass to the Customer until payment is received in full by Judd Medical.
4. The Customer has to accept the goods when they are ready for delivery.

If the Customer cannot accept delivery, Judd Medical may store and insure the goods at the Customer's expense and risk or sell the goods at the best price reasonably obtainable and (after deducting reasonable storage insurance and selling costs) pay to the Customer any excess over the sale price or charge the Customer for any shortfall.

Cancellation of Goods

Judd Medical endeavours to meet Customer's individual requirements but Judd Medical shall be under no obligation to accept cancellation or amendment to any order or any part of an order. Where such cancellation or amendment is accepted it is on the understanding that a cancellation or amendment charge may be levied.

Returns

Goods can only be returned to us for credit by arrangement. All unused goods must be returned in the original packaging and in a resaleable condition. Before returning any goods please telephone Judd Medical to acquire a returns authorisation number.

No returns will be accepted without a Returns Authorisation Number. With all returns please send a copy of the original paperwork including the Purchase Order Number (PO).

The purchaser will bear the cost of returning any goods or an additional carriage charge will be levied. Any items that qualify for return are subject to a restocking charge.

Return of Non-Defective Product

- Sterile medical devices – return notified within 5 working days of receipt and returned with packaging fully intact within 10 working days
- Bespoke items or special orders – All instruments are considered bespoke items as they are made to order. As such these are non-returnable items as we are unable to sell these items to anyone else.

Claims

All goods must be inspected immediately upon delivery and when signing for a delivery any damage or incomplete deliveries should be noted on the carrier's paperwork. No claims can be addressed for damage or deficiency unless our sales office is notified within the times specified:

- Non-delivery – notification required within 14 days from date of invoice
- Damage or deficiency – notification required within 48 hours of receipt of goods

Offers

All offers are made at the exclusive discretion of Judd Medical who reserves the right to refuse qualification without recourse.

Property and Risk

All goods remain the property of Judd Medical until paid for in full. All risk associated with goods is transferred to the purchaser upon conclusion of delivery.

Suitability

Judd Medical profess no specific knowledge of the appropriateness of any product for a particular task or purpose. All products sold with the prior understanding that the buyer will have conclusively tested, through actual usage, and determined whether the product in question is wholly suitable for its particular purpose.

Samples

All samples are subject to a signed sample agreement form prior to the sample being sent out. After an agreed timeframe of usage the sample must be sent back if re-usable and with all samples an evaluation form is to be filled in by the customer. By agreeing to have a sample from Judd Medical you are agreeing to the above conditions.

Data Protection

In accordance with the Data Protection Act any information regarding a purchaser will be held by Judd Medical and could be used for the purposes of market research. Such information may then be issued to relevant external organisations who may in turn make contact with the purchaser for marketing purposes. Purchasers who do not wish to be approached by external organisations should notify through verbal or written means when placing an order.

Copyright

Any information supplied by Judd Medical in electronic, printed or other form is subject to copyright. Without prior written consent from Judd Medical reproduction or redistribution of these materials is prohibited.

Recording of Calls

Calls may be recorded or monitored for training purposes.

Governing Law

The sale of goods and services under these terms and conditions are governed by the Laws of England and Wales and any disputes will be resolved exclusively in the courts of England and Wales.

Carriage Charges

Carriage is charged on all orders.

SERVICE	COST
Pre 9am	£30.00 – Per Parcel
Pre 10am	£20.00 – Per Parcel
Pre Noon	£20.00 – Per Delivery
Standard	£10.00 – Per Delivery

These charges apply for UK mainland (excluding some parts of Scotland) delivery only, for all other deliveries please telephone for details.

Oversize and Overweight Items

A number of items are oversize and overweight for our standard delivery service – typically medical equipment. Carriage charged at cost regardless of the value of the item. These items delivered to mainland UK only.