

Terms & Conditions



Prices: This price list replaces all previous issues. Goods will be invoiced at the price ruling at the date we receive the order. Please check current prices, products may be subject to a surcharge due to fluctuations in the metal market LME.

Ordering: Please order using the codes in our price list, if no code or spec is requested we will supply standard contract range materials. Please check product codes prior to ordering as some have changed in this new June 2013 price list.

Accounts: All accounts are Net monthly - we do not offer 60 day accounts, we may place customer orders on hold that have overdue accounts. We reserve the right to charge interest of 1% per month that the account is overdue.

VAT: Prices listed or given by our company do not include VAT. This will be charged at the current rate.

Minimum Order Value: We reserve the right to enforce a minimum order charge of £30.00

Carriage & Packaging: Please see our price list for carriage & packaging charges.

Delivery Estimates: All delivery estimates are given in good faith, we can not accept any responsibility for any loss, incidental or other wise which may result in goods being delivered late, or where goods have arrived short, lost or damaged in any way.

Urgent Deliveries: Please fax or email your purchase order & contact our sales office when an urgent delivery is required. Subject to acceptance we will issue you with a job number. Please keep job numbers to progress your order or request POD's etc. We recommend that any urgent order is sent by special delivery i.e. before noon delivery. See carriage & packaging charges inside front cover. Please note we may add a surcharge for faster lead times.

Drawings: Please note that drawings will be followed as near as possible. If screw holes or bends are required etc. Please advise on your drawing/sketch.

De-burred Edges: Any flat sheet product cut on a guillotine or laser cutter can have some burring. We de-burr the front face of any plate ordered as a finger plate, push plate or mid rail plate. Please advise if any extra de-burring is required, this will be charged as extra work carried out.

Grain Direction: Some metals have a grain direction. Please advise if a particular grain direction is required. We will charge a premium if scrap or labour time is increased from our standard production methods. Please note that smaller plates may be made using off cuts so grain direction can vary.

Returns: We can not accept returns on goods that have been made as a special. Any returns accepted on stock products will incur a 10% re-stocking charge. We do not sell any goods on a sale or return basis. Returns will not be accepted if a mixed grain direction is supplied in an order where no grain direction has been specified.

Shortages, Damages & Defects: Any shortages, damages or product defects must be notified in writing within 5 days of the product being delivered. We undertake to replace free of charge within a reasonable period of time when issues are reported in writing. We accept no liability for consequential loss, damage or injury which may occur. Nor can we accept liability for any additional costs or expenses incurred by any purchaser or user consequent on such shortage, damage or defect.

Fixing: We recommend all products are screw fixed. We can supply items with a self adhesive tape, a suitable permanent

adhesive must be used to fix the item to the door / wall etc. We will accept no liability for any self adhesive items that fail in any way to fix onto any surface.

Material Variation/Suitability: To reduce colour variation please order Architectural Premium Quality materials. See our material suitability to ensure you are ordering the right material for the right job. Some materials we offer are not suitable in some environments.

Bespoke Items: Any stainless steel specials that require special key holes/cut out shapes etc, will have to be laser cut on anything above 1.2mm thick. This is to avoid tooling damage.

Quality & Product Liability: It is our intention to supply goods that are satisfactory to our customers. No liability will be accepted for misuse with any of our products. No liability will be accepted for damage etc. caused by incorrect fitting of any of our products. Please ensure you order the right material suitable for the job, see material suitability. It is the customers responsibility to check sizes and suitability of products prior to fitting & check for any variations in size.

Specification Changes: We reserve the right to make specification changes without notice.

Goods remain the property of Steve Graham Sales Ltd until paid for in full.

Patents, Registered Designs & Copyright: We expect our customer to accept full responsibility, and indemnify us against any claim or costs for any infringement resulting from our company making tooling or products to your drawings or samples etc.

Steve Graham Sales Limited Company No. 6204534 VAT Number: GB 861 357 026