

TERMS AND CONDITIONS

Ambersea Ltd

1. INTRODUCTION

These Terms and Conditions govern the use of the website **ambersea.uk** and the supply of products by **Ambersea Ltd** (Company Number: 07734249), registered at:

Unit E15-E16 Industrial Centre, Norfolk Street, Boston, Lincolnshire, England, PE21 9HG

By using this website or placing an order, you agree to be bound by these Terms.

2. BUSINESS CUSTOMERS ONLY

Ambersea Ltd supplies products **exclusively to business customers (B2B)**.

By registering or placing an order, you confirm that:

- you are acting in the course of a business
- you are not purchasing as a private consumer

Ambersea Ltd does not verify business status, but reserves the right to refuse service.

3. ACCOUNT REGISTRATION

Access to pricing and ordering requires an approved account.

- Registration is not automatic
- Each request is reviewed by a manager
- Ambersea Ltd reserves the right to approve or reject applications

You are responsible for keeping your login credentials secure.

4. ORDER PROCESS

4.1 Order Submission

Orders are placed via the website interface.

After submission, the customer will receive an email containing a summary of the order ("Preliminary Order").

A final order document (delivery note / invoice) will be provided in physical form upon delivery.

4.2 Order Confirmation

The "Preliminary Order" sent by email does not constitute a final confirmation.

The order is considered final only upon delivery, based on the delivery note provided with the goods.

Ambersea Ltd reserves the right to:

- adjust quantities
- remove unavailable items
- modify product weights
- update the final price accordingly

By placing an order, the customer acknowledges that goods are prepared specifically for their business needs and agrees to accept reasonable variations in quantity, weight, and price.

5. PRODUCT AVAILABILITY

All products are subject to availability.

If items are unavailable:

- they may be removed from the order
- the total price will be automatically recalculated

6. VARIABLE WEIGHT PRODUCTS

Some products are sold based on approximate weight.

By placing an order, you agree that:

- actual weight may vary from requested weight
- final delivered weight may be higher or lower
- final price will be adjusted accordingly

This is a standard condition of supply and cannot be used as grounds for dispute.

7. PRICING AND PAYMENT

7.1 Pricing

- Prices may change based on availability and weight
- VAT is included where applicable, in accordance with UK tax regulations.

7.2 Payment Methods

Currently accepted:

- cash on delivery
- bank transfer after delivery

Ambersea Ltd reserves the right to introduce online payment methods in the future.

8. DELIVERY

8.1 Delivery Area

- United Kingdom (including Scotland)

8.2 Delivery Time

- Typically within 72 hours
- May vary depending on circumstances

8.3 Delivery Method

- Primarily via Ambersea's own couriers
- Third-party couriers may be used in rare cases

8.4 Delivery Charges

- Free delivery for orders above £500
 - Orders below this amount may incur additional charges
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9. INSPECTION AND ACCEPTANCE

Customers are responsible for checking goods at the time of delivery or within 24 hours after delivery.

A delivery note (final order document) is provided with each delivery and represents the definitive record of supplied goods.

10. RETURNS AND CLAIMS

10.1 Valid Reasons for Claims

Returns or replacements are accepted only if:

- goods are damaged
- goods are incorrectly supplied
- goods are not in saleable condition

Damage is defined as deterioration that makes the product unsuitable for resale.

Incorrect order is defined as a mismatch between the delivered goods and the

delivery note provided at the time of delivery.

10.2 Time Limit

All claims must be reported within **24 hours of delivery**.

Failure to report within this period will result in rejection of the claim.

10.3 Return Process

- Returns are collected by Ambersea couriers
- or arranged on the next delivery

Return costs are covered by Ambersea Ltd where the claim is valid.

10.4 No “Change of Mind” Returns

Returns based on:

- customer preference
- over-ordering
- change of business needs

are **not accepted**.

11. LIABILITY

Ambersea Ltd shall not be liable for:

- indirect or consequential losses
- loss of profit or business
- delays caused by supply chain issues

Total liability is limited to the value of the goods supplied.

Nothing in these Terms shall limit or exclude liability where it cannot be excluded under applicable law.

12. WEBSITE USE

Users must not:

- misuse the website
- attempt unauthorized access
- interfere with system operation

Ambersea Ltd reserves the right to restrict access at any time.

13. DATA PROTECTION

Personal data is handled in accordance with our Privacy Policy.

14. CHANGES

Ambersea Ltd may update these Terms at any time.

Continued use of the website constitutes acceptance of updated Terms.

15. GOVERNING LAW

These Terms are governed by the laws of **England and Wales**.

16. CONTACT

Email: contacts@ambersea.uk

Phone: 07366447788

Ambersea Ltd — Company number (Companies House): 07734249. VAT number: 133645619.

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