

Forbo Direct – Terms and Conditions

Forbo Flooring UK Ltd's ("Forbo") standard Terms and Conditions of sale shall apply to all orders made under the Forbo Direct promotion. In the event of any conflict between the standard terms and conditions of sale, the Terms and Conditions set out below shall prevail.

1. Delivery guarantee

- a. Subject to these terms and conditions, Forbo shall deliver orders for Tessera Layout and Outline before 5.30pm on the fifth normal business day after Forbo receives your order.
- b. The terms of the Forbo Direct promotion shall not affect or be deemed to vary existing orders..
- c. The obligation in clause 1.a only applies to quantities of up to 500m² of each of the 26 Tessera Layout and Outline colourways listed in the Forbo Direct scheme. Please see www.forbo-flooring.co.uk/forbodirect for details.
- d. The obligation in clause 1.a applies orders for delivery to the UK mainland only.
- e. Forbo Direct orders may be placed for a delivery date beyond the five business days, provided such date and location are agreed with Forbo at the time of placing an order.
- f. Forbo Flooring UK LTD is not liable for failure to meet the delivery requirements of Forbo Direct if such failure is as a result force majeure ie Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared, terrorist activities, blockage, strike or interruption or failure of electricity or telephone service).

2. Forbo Direct products

- a. Tessera Layout and Outline Forbo Direct products are the only products to which the Forbo Direct promotion applies.
- b. Forbo Flooring UK Ltd reserves the right to remove or add products to the Forbo Direct range at any time.
- c. The list of Forbo Direct products available will be maintained on a register by Forbo Customer Services. Customers are responsible for confirming when placing an order whether their requested products form part of the Forbo Direct promotion.
- d. Forbo Direct carpet tile products will only be offered as standard 50cm x 50cm bitumen backed tiles.

3. Customer responsibilities

- a. The Customer shall ensure that delivery is to a site that is accessible and has suitable parking for loading and unloading for a delivery vehicle. Forbo reserves the right to refuse delivery if the site is not accessible.
- b. Customers must arrange for delivery to be inspected and accepted and signed for at the agreed delivery site.
- c. Forbo shall not be liable to the Customer for any failure to deliver the ordered goods in the event that delivery is impeded in any way.

4. Other

- a. The Tessera Layout and Outline Forbo Direct promotion is only valid for customers who:
 - i. Are a flooring contractor with a direct account with Forbo Flooring UK Ltd.,
 - ii. have not exceeded their credit limit,
 - iii. have no overdue payments, and
 - iv. are not involved in any unresolved disputes with Forbo Flooring UK Ltd.
- b. The Forbo Direct promotion is not open to pro-forma customers, distributors or agents.
- c. Forbo Flooring UK Ltd reserves the right to refuse the Forbo Direct promotion to any customer for any reason.

5. Rebate offer

Tessera Layout and Outline Forbo Direct orders not delivered within the time period set out in clause 1a will receive a 100% rebate on the value of the Customers qualifying order as a credit to the customer's account. No cash alternative is available.

- a. The rebate offer is only valid for Forbo Direct orders invoiced between 1st September 2017 and 31st December 2017.
- b. Forbo Flooring UK Ltd will refund 100% of the order value on Forbo Direct products if the delivery promise is not met. The rebate will only apply to an actual purchase.
- c. Non-Forbo Direct items on the same order as Forbo Direct items do not qualify for the rebate.
- d. To make a claim, please contact Forbo Customer Service on 0800 0282 162 with details of your order.
- e. Maximum rebate is one successful claim per company per month.
- f. Only valid Forbo Direct orders will be eligible for a rebate.