



Terms and Conditions for B2B Catering Suppliers

All prices quoted exclude VAT.

Goods supplied remain the property of B2B until paid for in full.

B2B are not responsible for losses or damages incurred by 3rd parties i.e. transport companies, railways and post office, even should they act as agents on behalf of B2B.

Please note any credit for short deliveries will not be granted unless B2B is advised in writing within 24 hours from receipt of goods.

B2B and its agents take no responsibility for any harm or damaged caused as a result of the improper use of any of the products . B2B and its agents further take no responsibility for any harm or damage resulting from the failure to maintain the equipment in the standard as described in the user manual or as could be reasonably be expected.

Guarantees only apply if all invoices have been paid in full

SMALLS

There is no warranty or guarantee on small wares, unless the product is faulty on delivery or of inferior production quality. In these circumstances, and at the sole discretion of B2B, the customer shall be entitled to a replacement product or alternatively should no such replacement exist, a full credit.

ELECTRICAL APPLIANCES

The warranty for electrical appliances is for the period of 1 (one) year from the date of sale by the dealer to the end user.

All failures or faults of the equipment are covered by the warranty except those expressly excluded in appendix 1.

A warranty shall be deemed invalid, without limiting the generality thereof, if the fault or failure is as a result of the following:

1. The improper use of the product
2. The use of incorrect voltages or faults in building wiring
3. Failure to use the appliance in accordance with the operating instructions
4. Should any person other than a B2B technician or approved B2B service agent effect any repairs what so ever upon the product
5. Or, as a result of any other cause what so ever

The decision as to whether the fault or failure is as a result of the above shall be at B2B's sole discretion.

LARGE APPLIANCES

Large Appliances items require professional installation and removal. In the event of a failure ,B2B will send a technician or accredited repair agent to the customer's premises to carry out the repair.

Although B2B will take the greatest care to ensure all repairs are completed within 48 hours of approval, B2B cannot be held responsible for delays due to factors including but not limited to availability of parts, availability of technicians or other factors lying outside B2B's control. Further, B2B cannot be held liable for any loss of income or other harm suffered as a result of delay in repairing equipment.

Approved quotes together with the signed Maintenance and Repair Authorisation Form need to be completed and sent to B2B in order to send out a technician.

**Please also note that whether the technician is on site 5 or 10 minutes, the first hour automatically will get charged.
This is according to the standard industry norm**

