



## Consort Frozen Foods Ltd – Staycold Equipment Purchase Terms of Sale

### Quick Summary – What You Need to Know

- **Who You're Buying From:** You're placing your order through **Consort Frozen Foods Ltd**, who arrange payment and coordinate your freezer order. The freezer is delivered and covered by warranty directly by **Staycold** (or their refrigeration partner).
- **Delivery:** Freezers are usually delivered within **10–15 working days** after full payment. This is an estimated lead time and may vary.
- **Delivery Requirements:** A responsible person must be on-site to accept delivery. You must ensure **sufficient, clear and level access**. **Drivers are not permitted to lift units or carry them up ramps or steps.**
- **Failed Deliveries:** If delivery fails (e.g. no access or no one present) or you cancel with less than 48 hours' notice, **charges will apply** – up to **£2,235.60 + VAT** depending on the unit.
- **Check on Arrival:** The unit must be inspected with the delivery driver **before signing anything**. Claims made after signing won't be accepted.
- **Warranty:** Your freezer includes a **2-year parts and labour warranty**. This does **not** cover accidental damage, misuse, or lost stock.
- **Breakdowns:** Any **stock loss** caused by breakdown is **not covered** – please ensure your shop insurance covers this.
- **Complimentary Stock:** Where offered, free stock must be received **within 6 months** of freezer delivery. It can be delivered in a maximum of **two separate shipments**.
- **Cancellations:** You can cancel without penalty if you give **at least 48 hours' notice**. Late cancellations or delivery refusal will incur restocking fees.

### Full Terms of Sale

#### 1. Definitions

- 1.1 **"Consort"** means Consort Frozen Foods Ltd, the distributor arranging Staycold equipment sales.
- 1.2 **"Customer"** means the individual, business or company purchasing equipment.
- 1.3 **"Equipment"** means any freezer or refrigeration unit supplied under this agreement.
- 1.4 **"Supplier"** means the manufacturer or refrigeration company responsible for delivery, warranty and servicing (e.g. Staycold or their authorised logistics partners).
- 1.5 **"Complimentary Stock"** means any promotional stock offered as part of a purchase.

#### 2. Delivery Timescales

2.1 Equipment will typically be delivered within **10 to 15 working days** of full payment being received. This is an estimate and subject to availability, stock levels and external factors.

#### 3. Delivery Arrangements

- 3.1 The Supplier will contact the Customer directly to agree a delivery date and time.
- 3.2 A responsible individual must be present at the delivery address to receive and sign for the Equipment.

#### 4. Access Requirements

- 4.1 The Customer must ensure sufficient **clear, level access** is available to receive the Equipment.
- 4.2 Any access restrictions (e.g. steps, ramps, narrow doorways) must be advised in advance.
- 4.3 **Delivery drivers are not permitted to lift units manually.**

#### 5. Failed Delivery Charges

5.1 Where delivery fails due to lack of access, no one being present, or refusal to accept the unit, the Customer will be charged according to the restocking and redelivery schedule below:

| Unit Model                 | Failed Delivery | Unpacked Restocking | Post-Install Restocking |
|----------------------------|-----------------|---------------------|-------------------------|
| <b>FREEZE685 – Single</b>  | £147.00         | £616.25             | £986.00                 |
| <b>FREEZE1382 – Double</b> | £157.00         | £922.00             | £1,475.20               |
| <b>FREEZE2079 – Triple</b> | £212.00         | £1,397.25           | £2,235.60               |

*All charges are exclusive of VAT.*

#### 6. Inspection and Acceptance

- 6.1 All Equipment must be inspected **in the presence of the delivery driver** before signing any paperwork.
- 6.2 Any damage or shortage must be reported at the time of delivery.
- 6.3 **Claims for damage made after the delivery paperwork has been signed will not be accepted.**

#### 7. Warranty

- 7.1 Equipment is supplied with a **2-year parts and labour warranty**.
- 7.2 The warranty does not cover accidental damage, misuse, or general wear and tear.
- 7.3 Any service or repair outside of warranty will be chargeable at the Supplier's standard rates.

#### 8. Contents and Inventory

- 8.1 In the event of a breakdown, **loss of stock is not covered** by the warranty.
- 8.2 Customers are advised to ensure adequate shop insurance is in place for any stock stored within Equipment.

#### 9. Complimentary Stock

- 9.1 Where promotional stock is offered, it must be received **within six months** of Equipment delivery.
- 9.2 Complimentary stock will be delivered in a maximum of **two separate shipments**.
- 9.3 Promotional stock offers are subject to availability and may vary without notice.

#### 10. Cancellations

- 10.1 Orders can be cancelled **without penalty** if at least 48 hours' notice is given prior to the scheduled delivery date.
- 10.2 Orders cancelled with **less than 48 hours' notice**, or deliveries refused, will be subject to applicable failed delivery and restocking fees as detailed above.
- 10.3 To cancel, Customers must contact the refrigeration Supplier directly.

#### 11. Third Party Costs

- 11.1 Consort shall not be liable for any costs, claims or losses arising from the acts or omissions of third-party refrigeration companies or subcontractors.