

# Terms of Purchasing

## Company information and contact details

Legal name: Signmax AB  
VAT Number: 923 0484 42  
Postal address: Box 21, 433 21 Partille, Sweden  
Address: Fläskebovägen 5, 438 91 Landvetter, Sweden  
Phone: 014 89 32 60 52  
Email: [info@signomatic.co.uk](mailto:info@signomatic.co.uk)

## General

The following Terms of Purchasing apply to all orders made by the customer from Signmax AB (hereinafter "us", "we" or "Signmax") via signomatic.co.uk

These terms governs your purchases from us, and forms an agreement between you and Signmax. The agreement applies to your order, which includes any questions or disputes that arise as a result of your purchase. The version of the Terms of Purchasing that apply to your order is the version available at signomatic.co.uk at the time when you complete your order. Once we have received your order, a notice of confirmation of your purchase will be sent to the email address that you used when you placed your order. Therefore, please make sure you enter the correct e-mail address when completing your order, as the notice of confirmation may be required for any future contact with our customer service. We kindly ask you to contact us as soon as possible if you do not receive the notice of confirmation.

We reserve the right to cancel orders where the customer's own images do not maintain sufficient quality for manufacturing, as well as in the event of any technical errors.

We reserve the right to refuse orders containing inappropriate and/or offensive content. This includes, for example, pornographic, racist and Nazi logos/motifs and/or messages. You are responsible for ensuring the material does not breach the law or regulations.

We do not enter into an agreement with a minor without a guardian's consent.

## Prices

On our website, prices are shown in GBP, both with and without VAT. In the last step of the order, you will, prior to confirming your order, be able to see the amount to pay with VAT included. In the product basket, and before you complete your order, you can also see the costs for shipping.

We reserve the right to change our prices from time to time without prior notice. The price that will apply to your purchase is the price shown at signomatic.co.uk at the time when you complete your order.

## Delivery

Signmax ships worldwide. Signmax uses Royal Mail and DHL for the delivery of orders. Most orders are sent as a letter. Where the value exceeds GBP 180 or the weight of the order exceeds 2 kg, the order will instead be sent as a parcel. We offer different shipping methods:

Letter (no tracking): £3 excl. VAT.  
Letter (with tracking): £5 excl. VAT.  
Parcel (with tracking): £10 excl. VAT.

For private individuals, parcels will arrive at the nearest postal agent and you will be notified by letter.

For businesses, the parcel will be delivered to the specified shipping address without prior notice.

## Delivery times in the United Kingdom

The following delivery terms apply to deliveries within the United Kingdom:

We usually ship engraved plastic signs, wood signs and name badges (engraving) within 5-8 business days. Aluminium signs, acrylic signs, brass signs, plastic signs (colour printing), name badges (colour printing) decals, roll-ups, banners and magnetic signs are usually delivered within 5-10 business days. Vinyl text are usually delivered within 5-7 business days.

We always try to deliver our goods within the specified timeframes, but delays can sometimes unexpectedly occur. In the event of a delay, the customer will be contacted by phone or e-mail as soon as possible and a new delivery time will be agreed. If the order has not arrived at the specified shipping address within 14 days, please contact us, preferably by email or phone. You have the right to cancel the purchase if the delay causes significant problems. You always have the right to cancel your order if the delivery time exceeds 30 days.

Orders delivered as a parcel and which are not picked up within 14 days are returned to us. If the shipment is not picked up on time, the customer is responsible for the return shipping costs.

Signmax assumes the transport risk when the goods are delivered to you. However, the customer is responsible for the transport risk

when the goods are returned to us, if a return of the goods is necessary.

## Privacy

Signmax AB is the data controller for the personal data collected and processed in connection with your order. When you shop with us, you enter personal details such as name, address, e-mail address and phone number. This is information we need for the purpose of delivering the order to you, but also to handle any complaints and to manage any subsequent orders. If you need to change your shipping and/or invoice addresses, please sign in to the customer zone and make the required adjustments. As a customer, you are responsible for ensuring that the shipping and invoice addresses are correct. The e-mail address may be used to send out our newsletter. It is easy to cancel the subscription to our newsletters in every subsequent communication. When you place your order, you can also choose to opt-out from receiving newsletters from us.

As a customer, you are entitled to access the information we have registered about you. For example, you have the right to rectification, right of access and, under certain circumstances, right to erasure, restriction of processing and data portability. If you wish to use and claim your rights, please contact us at [info@signomatic.co.uk](mailto:info@signomatic.co.uk)

Personal data are not disclosed to third parties except where debt collection is necessary and to our partners for the purpose of handling your order.

For full details about our processing of your personal data and your rights, please refer to our [Privacy Policy](#).

## Payment

Your order is confirmed when you click on "Complete purchase". Should your payment fail, you can try again or change payment options in the next step. We offer the following payment methods:

### Card

You can make a secure payment by credit / debit card. We accept VISA and MasterCard. Your payment is handled by Adyen B.V. using secure encryption and subject to strict bank standards. Adyen B.V. complies with the PCI DSS requirements. Signomatic.co.uk uses a SSL certificate, and your card details are sent directly to the bank and cannot be read, downloaded or accessed by anyone other than your bank.

We use 3D Secure. 3D Secure is a security solution for online card purchases developed by the Visa and Mastercard card networks. 3D Secure aims to securely authenticate the consumer when making online purchases, thereby reducing the risk of misuse of card data.

### Direct payment

Direct payment by bank or PayPal – once you confirm your purchase at the checkout, you will be transferred to your bank or PayPal, to complete your payment. Payment is withdrawn from your account when you approve the transaction. We cooperate with the following bank: Handelsbanken.

### Invoice

Invoice: For payment by invoice, a fee of GBP 3 excl. VAT will be added. Payment must reach us within 20 days. In the event of failure to pay, a reminder fee of GBP 5 will be payable. The purpose of this fee is to cover our administration costs. In the event of continued non-payment, the matter will be forwarded to our debt collection partner.

## Cancellation

You can cancel your order until delivery has commenced, by calling us at 014 8932 6052. Once the delivery has been dispatched, you can no longer cancel your delivery.

## Right of withdrawal and satisfied customer warranty

Under the Act (2005:59) on Distance Contracts and Agreements Outside Business Premises, the right of withdrawal does not apply when the supply of goods is made to the consumer's specifications or are clearly personalised. Once your order has been sent from us, we therefore reject the right of withdrawal as all of our products are produced individually according to the customer's specifications and requirements.

Even though we have waived the right of withdrawal, it is always our intention to make you feel confident in shopping with SignMax. Therefore, if you are not satisfied with your product, we apply our "satisfied customer warranty", which applies to our entire range of products. Our "satisfied customer warranty" means that you can contact us if you are not satisfied with the product you ordered. In the first instance, we correct the issue you are not satisfied with and send you a new product. Should that not resolve the matter, we will instead make a full refund/credit.

If you wish to take advantage of our "satisfied customer warranty", please contact us as soon as possible via our contact details above, preferably via email or phone. We need your order number and a description of the complaint.

Our "satisfied customer warranty" is valid for 30 days after the item has been delivered to you. In other words, you must notify us of the matter you are unsatisfied with within 30 days of receiving your product.

Please note that our "satisfied customer warranty" applies in addition to your legal rights. It does not affect your legal rights in any

way.

In addition to the legal guarantee and the satisfied customer guarantee, SignMax also offers a 12-month guarantee on all products from its range.

## **Complaints**

Complaints will be accepted for manufacturing defects/errors and damage during transport.

If, for any reason, you need to make a complaint about a product, please contact our customer service by e-mail at the following address: [info@signomatic.co.uk](mailto:info@signomatic.co.uk). You can also contact us using our other contact details as shown above. We need your order number, a description of the error, and preferably a photo of the faulty product. We may ask that you return the faulty product so we can inspect it. If we find a manufacturing defect/error or damage caused during transport, we will accept the complaint. If the complaint is accepted, the customer is reimbursed for any costs for the return of the product. Please note that a complaint must always be made within a reasonable period of time (two (2) months are always considered reasonable time) and no later than three (3) years after receipt of the item. If a complaint is approved, we will compensate you in accordance with the Consumer Contracts Act (1990:932) by repairing the existing product, replacing it with a new equivalent product, giving you a price reduction or by refunding your payment for the product (including shipping and return costs).

We will refund the customer within business 10 days from the date on which the agreement has been correctly terminated. The refund is completed by using the same payment method you used when completing the purchase. If we ask that the product is returned for inspection, a full refund will be made provided that the item is delivered to us in substantially the same condition as it was when the item was delivered to you. If a returned product has been used or handled to a greater extent than necessary for determining its characteristics and function, Signmax is entitled to make a deduction for the depreciation of the item which may be up to the full price of the product.

## **Dispute**

It is always our ambition to solve any problems together with our customers. If you have a problem with a product you have purchased from Signmax and if you have not been able to resolve the dispute with us, you can file a complaint with the EU Dispute Resolution Platform, available at [EC Online Dispute Resolution](#).

## **Severability clause**

In the event that parts of these terms and conditions are declared void or ruled by a court or regulatory authority to be ineffective, this shall not affect the validity of the remaining terms and conditions.

## **Force Majeure**

Under these terms and conditions, Signmax is exempt from liability for damages or delays on the performance of a contract, hindered or delayed due to circumstances beyond our control. Examples of such release factors are floods, fires, labor disturbance, prohibitions, restrictions, sabotage, poor transport and weather conditions and war.