

## DELIVERY AND PRICING INFORMATION

### DELIVERY

Within the UK Mainland delivery is, subject to the terms and conditions, normally carriage paid, either by our own service, or by 2-3 day carrier service, or by the service of our Distributor. Requests for urgent deliveries (eg. Overnight) could be subject to extra charges.

Where delivery is effected by a third party some hazardous products incur a £25.00 delivery surcharge. Our sales department will advise.

Delivery outside the UK is usually made by Sea Freight, but shipments for urgent items can be arranged by Air Freight. As many of our products are, to some degree, hazardous it is not normally possible for us to despatch goods by Courier Service.

Certain items for export can require either an import or export license, and this is liable to delay shipments if these licenses are not readily available.

Shipment of goods of mixed hazard is very dependent on acceptance by the shipping line. We have indicated in the main body of the catalogue those items which can cause shipping difficulties due to hazard incompatibility. It is always wise to remember that these goods are likely to have to be shipped separately from other hazards, and therefore incur additional costs.

We will do our best to ensure shipment is made quickly and effectively, but we cannot be held responsible for delays caused by the issue of licenses or by the shipping line.

### PRICES

All UK prices are quoted in pounds sterling, exclusive of VAT, and include the cost of our standard packaging. We reserve the right to charge separately for refundable and non-standard containers and/or packaging.

For export, unless otherwise stated, all prices are quoted in pounds sterling, nett, ex works and include all packaging costs.

Quotations are usually made on a C & F basis, with prices in pounds sterling, and are valid only for the duration specified on the quotation.

All documentation charges, and freight charges are shown separately on invoices and quotations.

Where forwarding agents are nominated by the customer all fees charged by such agents are for the customer's account.

### MINIMUM ORDER

For UK customers we do not have a minimum order value but all orders are subject to a £3.85 administration surcharge. However, in order to cover packaging and delivery costs, we will charge a handling fee of £9.85 on all orders whose value is below £85.00, before discount and VAT, (which includes the administration surcharge).

Should an order be required on an overnight delivery, then an additional charge of £4.00 will be made (total £13.85). We will endeavour to maintain these charges to March 2010 but it might become necessary to make revisions if delivery costs increase.

We also do not have a minimum order value for export orders, however the documentation and despatch

procedures for such are necessarily complex and costly and small orders are often uneconomical for the purchaser. We therefore suggest that where possible you consolidate your orders. We will be happy, under your instructions, to do this for you.

Where payment is by letter of credit, we reserve the right to add additional charges to orders where the goods total is under £5,000.00(GBP).

### QUANTITY DISCOUNTS

Our pricing structure for chemicals gives customers purchasing multiple quantities of a particular product significant savings over the equivalent "one off" rate. This is because many products are packed into standard packs of 4, 6, or 12 depending on the pack size.

Further discounts can be available for larger quantities in multiples of the standard pack and these prices will gladly be given on request.

### DRUG PRECURSORS AND EXPORT CONTROLS

Legislation concerning the supply of certain chemicals which may be used for illicit purposes is constantly under review, and Surechem Products Ltd makes every effort to comply and support this legislation. Consequently it may be necessary on certain occasions to request proof of end use, before we are able to supply.

Some products which may be the subject of these controls are marked "May be subject to export control".

### QUALITY

The Surechem Products Quality System is accredited to ISO 9001, and regularly audited by NQA, a UKAS accredited body. This means that all customers can be sure that the product and service we provide are of consistent high quality.

### SHELF LIFE

We are often asked about the shelf life of our products, and whether or not they have an expiry date.

We chose the most suitable packaging for all our materials, and provided these goods are unopened and stored under suitable conditions, then the majority of the products listed in the catalogue can be deemed to have an "unlimited" shelf life. By not including an expiry date on the label of such products we are avoiding putting customers in the position of disposing of the product un-necessarily, which as well as potentially giving customers an environmental problem also involves costs which they need not incur.

A few products we supply do potentially have a limited shelf life, and as we would not wish customers to try to use a product which has become unsuitable we do include an indication of expiry date on the label of that product.

We also appreciate that there are a number of customers who, because of the industry that they are involved in, much prefer to have an expiry date for the product. This we are quite happy to undertake, provided that this is made very clear on all orders, or in all discussions.