

## Terms and Conditions for the Retail Goods Pre-Payment Plan

### Definitions:

The '**Company**' refers to Neuff Athletic Equipment Ltd (also known as 'Neuff', 'Neuff Athletic', and 'Neuff Sport').

The '**Customer**' refers to any individual who places an order for goods to be paid for in pre-paid instalments.

The '**Pre-Payment Plan**' refers to payment instalments as set out in the contract of sale and communicated to the Customer by the Company. This will usually be three equal instalments. All three instalments are to be made by the customer before receipt of goods.

'**Default**' means the non-payment of an instalment by the Customer within the due timeframe set out in 7 below.

### Terms:

1. The Customer must place an order by email or phone. This order will be confirmed with an invoice (sent by email), including details of the payment instalments.
2. The full price paid for the goods will not be more than the standard retail price (on Neuff.co.uk) of the goods. No interest is due.
3. The invoice constitutes a contract of sale, by which the customer commits to purchase the agreed item(s).
4. All items remain the property of the Company until full payment has been made by the Customer.
5. The Company will remove all ordered items from general stock and hold them separately for the Customer until they are paid for and shipped.
6. The Customer will receive a payment link for each instalment 2 working days before payment is due, along with an email reminder of the payments made to date and due.
7. All instalments must be made within 3 working days of the due date, i.e. within 5 working days of receiving the payment link.
8. Payment can be made by either:
  - bank card or credit card using the payment link, or
  - BACS transfer to the details stated on the invoice.
9. If an instalment payment is not received by the Company within 3 working days of its due date, the Company may, at its sole discretion, terminate the contract and refund all payments made to date, minus an administration fee of £25 or 5% of the value of the goods, whichever is greater.
10. The Customer may terminate the contract at any time prior to paying the final instalment by sending an email to [sales@neuff.co.uk](mailto:sales@neuff.co.uk). The Company will refund any monies paid to that date, minus an administration fee of £25 or 5% of the value of the goods, whichever is greater.
11. Refunds will be made within 5 working days of receiving notification from the Customer of termination, or of the Company notifying the Customer of default.
12. Goods will be sent by the Company within three working days of receipt of the full and final payment.
13. The Company will hold all pre-payment monies received in a separate checking account until such time as the full payments have been received and the goods sent.
14. Pre-Payment Plans are available only to individual customers. Businesses and organisations must order using usual invoicing and payment methods.