



TLG Price Match Policy P.1.2

Our policy for price matching must satisfy the following conditions:

THE PRODUCT IS IDENTICAL

The product must be identical in model and specifications to the product currently supplied by TLG with no variations or changes, including warranty terms and conditions.

THE PRODUCT HAS THE SAME CREDIT/PAYMENT TERMS

The customer price must have the same or similar credit and payment terms as TLG's standard trading terms & conditions of supply policy.

THE PRODUCT IS IN STOCK

At the time of purchase, the item must be in stock of the competitor and not in back order. The customer is to provide acceptable evidence of stock availability. "Acceptable evidence" includes but is not limited to, email communications of stock enquiry or screenshots of website with stock availability.

CONFIRMATION OF COMPETITOR'S ADVERTISED PRICE IS REQUIRED

The customer must present confirmation of advertised price ie catalogues, online page print out, newspaper advertising, emails, audio. Confirmation must indicate that prices are valid for the current date of price match.

THE PRICE COMPARISON MUST INCLUDE ALL DELIVERY CHARGES AND ADDITIONAL FEES

Any delivery charges and conditions of sale, taxes, fees and charges must be included in the price for the price match.

THE PRODUCT IS NOT BELOW OUR COST

Upon staff checking TLG stock system, the product price quoted is not below our operating cost.

EXCLUSIONS:

Price matching will not be issued or replacements given for the following circumstances:

- Non identical products and services (inclusive of non-identical warranties)
- Package deals i.e. lamp and fixture bundles
- Cash back offers
- Customer special orders
- Special contract pricing
- Overseas resellers
- Product is a competitors clearance/fire/liquidation lines
- Product price is the result of a price error
- Second hand, refurbished or imperfect items
- Ebay and Amazon sellers

