

Packaging and delivery charges

Orders will be packaged and despatched using Matrix Biologicals preferred supplier. The cost of the service provided will be charged to the client. Where the client feels appropriate they can arrange their own courier for the collection of the goods. All dry ice and any packaging material will be charged to the client.

Damage or unsatisfactory goods

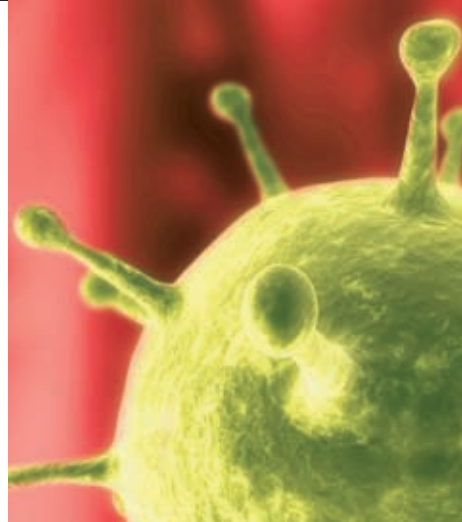
Claims for any damaged goods or discrepancies in delivery are to be made to Matrix by post or by email within 7 days of receipt of the order. Any claims outside of the given 7 day period will not be replaced by Matrix Biologicals.

Conditions of supply

Matrix Biologicals cannot be held responsible for any loss or damage by a customer due to orders lost or damaged in transit at destination. Liability by Matrix shall be limited to the replacement of the goods at the next available date. Matrix shall not be held liable for goods that have become defective through improper handling or storage.

Price

Price will be dependent upon the source of the materials harvested. The price will be confirmed by email and or quotation prior to the goods being shipped out.



Payment

It is company policy for all new customers to be placed on a pre-pay for their first orders.

Payment for goods is 30 days net from date of delivery.

VAT

All catalogue and special quotation prices are subject to VAT rate applicable at the time the goods are invoiced (currently 15%) unless a valid certificate of exemption of VAT is provided.

Rapid, Reliable & Resourceful