

TERMS OF TRADING

1. General

By ordering or purchasing goods or services from Sound Services, you agree to these Terms of Trading.

These terms apply to all sales, installations, hire and services unless otherwise agreed in writing.

These terms constitute the entire agreement between the parties and supersede all prior discussions, representations or agreements.

2. Orders and Acceptance

All orders are subject to acceptance and availability.

We reserve the right to decline or cancel any order.

Official purchase orders from UK organisations (including schools, councils and public bodies) are accepted, although such orders may be subject to separate agreed terms.

No variation of these terms shall apply unless agreed in writing by Sound Services.

3. Pricing and VAT

All prices are subject to UK VAT at the current rate.

Prices may change where manufacturers or suppliers alter their pricing, however we will endeavour to honour confirmed quotations.

All quotations and estimates:

- are valid for 28 days
- are subject to VAT
- apply only if accepted in full

4. Payment Terms

Unless otherwise agreed in writing:

- Account customers: payment due within 28 days of invoice
- All other orders: payment required before or on delivery
- Hire services: payment required prior to the event

We accept payment via:

- debit and credit cards
- PayPal
- bank transfer (BACS, CHAPS, SWIFT)

Goods will not be released until cleared funds are received.

Late payments may incur interest and recovery costs.

5. Delivery, Risk and Shipping

We deliver within the UK only via our website.

Delivery times are estimates and not guaranteed. Most UK mainland deliveries are completed within 2–5 working days where stock is available.

Additional charges may apply for:

- large or heavy items
- remote or offshore locations

Deliveries require a signature or proof of receipt.

Risk in the goods shall pass to the customer upon delivery. Ownership of the goods shall not pass until full payment has been received in accordance with Clause 7.

Any shortages, damage or non-delivery must be reported in writing within 5 working days.

6. Returns and Cancellations

Goods are not supplied on a sale-or-return basis.

If goods are returned without fault:

- carriage costs are the responsibility of the purchaser

Consumers (not businesses) retain rights under the Consumer Contracts Regulations, including a 14-day cancellation period.

Custom-built or non-standard systems may not be eligible for return.

Cancellation of orders by business customers may incur charges, including supplier restocking fees and administrative costs.

7. Retention of Title

All goods remain the property of Sound Services until paid for in full.

We reserve the right to recover goods where payment has not been received.

8. Installation and Site Conditions

Where installation is included:

- Access to site must be unrestricted
- Any required building or electrical works must be completed by others
- Existing equipment reused must be safe, compliant and functional

If installation is delayed or prevented due to site conditions, lack of access, or circumstances beyond our control, additional charges may apply.

Abortive visits, wasted time on site, or return visits caused by incomplete preparation or client-side delays may be chargeable.

Additional charges may apply for:

- access equipment (e.g. towers, lifts)
- parking or site restrictions
- remedial work on existing systems

9. Warranty

All goods are supplied with the benefit of any applicable manufacturer's warranty.

Sound Services does not provide any additional warranty beyond that offered by the manufacturer unless agreed in writing.

Warranty claims are subject to the terms and conditions of the manufacturer.

10. Liability

We shall not be liable for:

- indirect or consequential losses
- loss of profit, business or opportunity
- business interruption

Our total liability shall not exceed the value of the goods or services supplied.

Nothing in these terms limits liability for death or personal injury caused by negligence.

11. Data Protection and Security

We comply with UK data protection legislation, including GDPR.

Customer payment details are processed securely via third-party providers and are not stored by us.

We only use personal data as necessary to:

- process orders
- provide services
- offer support

12. Force Majeure

We shall not be liable for any failure or delay in performing our obligations where such failure or delay results from events beyond our reasonable control. This includes, but is not limited to, acts of God, supplier delays, transport disruptions, labour disputes, or failure of utilities.

13. Intellectual Property

All quotations, system designs, documents and materials produced by Sound Services remain our intellectual property and may not be reproduced, shared or used without prior written consent.

14. General

We will notify customers as soon as reasonably possible if we are unable to fulfil an order.

These terms are governed by the laws of England and Wales.

Signed:



Jezz Freeman – Partner

Sound Services

Last Reviewed and Signed: 01/04/2026