

Purchase Policy for NovaLink Solutions

Effective Date: 10/11/2024

This Purchase Policy outlines the terms and conditions associated with placing orders with NovaLink Solutions. By making a purchase, you agree to the following terms:

1. Manufacturer's Guarantee

- All products from NovaLink Solutions come with a one-year manufacturer's guarantee covering defects in materials and workmanship.
- This guarantee is valid for one year from the date of delivery and applies only to products used in accordance with NovaLink's recommended guidelines.

2. Payment Terms

- **Deposit Requirement:** To initiate an order, a non-refundable deposit of fifty percent (50%) of the total order value is required. Work will only commence once this deposit and any information requested is received.
- **Information Requirement:** Along with the deposit, any relevant design information or specifications requested by NovaLink Solutions must be provided by the customer to ensure timely project initiation and completion.

3. Deposit and Refund Policy

- The 50% deposit is non-refundable. This policy applies under all circumstances, including cancellations requested by the customer after deposit payment.

4. Customer Responsibility for Providing Information

- After the deposit payment, if the requested design information or other relevant details are not provided by the customer within 30 days of the initial request, NovaLink Solutions reserves the right to cancel the order.
- In cases where the customer fails to provide the necessary information within the 30-day period, NovaLink Solutions retains the right to cancel the order and keep the deposit.

5. Order Cancellation by NovaLink Solutions

- NovaLink Solutions reserves the right to cancel orders under circumstances where the customer does not fulfill the obligations outlined in this policy, including but not limited to, failure to provide required information within the specified timeframe.
- In the event of cancellation initiated by NovaLink due to these circumstances, the deposit will not be refunded.

6. Contact Information

For questions regarding our Purchase Policy, please contact us at:

Email: contact@novalinksolutions.co.uk

By placing an order with NovaLink Solutions, you acknowledge and agree to these purchase terms, effective upon payment of the deposit. This policy is subject to change at the discretion of NovaLink Solutions without prior notice.