



Terms & Conditions

General

- 1.1. Acceptance of proforma invoice or payment in full or delivery of goods ordered by the customer will be deemed conclusive evidence of the customer's acceptance of these Terms and Conditions.
- 1.2. No variation or amendment of these Terms and Conditions or oral promise or commitment related to them shall be valid unless in writing.
- 1.3. These Terms and Conditions only grant rights and benefits to customers in connection with a specific contract for the sale and purchase of goods.

Prices and Trading Discounts

- 2.1. All orders are sold on a prepayment term basis only.
- 2.2. The price the customer will pay Mouritz for the goods will be:
 - 2.2.1. Mouritz's published retail price per item in force at the date of the quotation;
 - 2.2.2. less any discount agreed between the Mouritz and the customer prior in writing;
- 2.3. Proforma invoices are valid for 30 days only.

3. Delivery

- 3.1. Orders under £100 are despatched weekly (less often during holidays).
- 3.2. Orders above £100 are despatched within two weeks (less often during holidays).
- 3.3. For retail orders carriage cost is as specified on the website order form.
- 3.4. Carriage on all wholesale bookshop deliveries within the UK will be paid by Mouritz when orders exceed £50. Orders below £50 are charged at cost.
- 3.4. Carriage and insurance (where applicable) for international orders will be quoted in advance as part of the proforma invoice.

4. Returns

- 4.1. All returns must be authorized in advance with Mouritz.
- 4.2. Faulty items may be returned within one year of purchase and Mouritz will pay for carriage costs. When the item remains in print a replacement item will be provided. If the item is out of print money will be refunded based on the item's price in the original invoice.
- 4.3. Excepting returns in 4.2. and 5. other returns must be in mint condition, and books must have been purchased from Mouritz within the past 28 days. Sealed books/DVDs must be unbroken. Items will be refunded but not carriage costs.



MOURITZ

PUBLISHER ON THE F. M. ALEXANDER TECHNIQUE

5. Damaged / Lost Claims

- 5.1. In the UK Mouritz must be informed of any claim within one day of receipt in the case of delay/damage, and within 14 days in the case of loss.
- 5.2. For international orders Mouritz must be informed of any claim within one week of receipt in the case of delay/damage, and within 28 days in the case of loss.
- 5.3. In the rare event of damage all packaging must be kept for inspection by the carrier. The item must be available for inspection with the customer to whom it was delivered, at the address it was delivered to. If the item(s) is moved / repaired or if the packaging is not kept any claim will be voided. Photographs of the internal and external packaging as well as the damaged item may be necessary for making a claim.
- 5.3. After the carrier has made its inspection, Mouritz will then require all damaged goods to be returned before any replacements / refunds can be made. Postage costs are only paid on approved returns when the receipt for any postage/courier costs has been received by Mouritz.
- 5.3. If the above conditions are fulfilled Mouritz will replace all damaged goods in the event of damage or all goods in the event of loss.
- 5.3. A lost claim can only be processed once the carrier has made extensive searches and deems the goods as lost.
- 5.3. Mouritz aim to resolve any claim within 28 working days.
- 5.3. Claims should be made in writing by email or by telephone.

