



Order Information

When placing an order the following information is required:

- Purchase order number
- Complete shipping address
- Complete product description and quantity ordered
- Special packaging requirements (if required)
- Certification (if required)
- Quotation number (if applicable)

Should the above information not be supplied, the order may be delayed pending additional information.

Shipping

All orders shall be shipped ex-works Rochdale.

Orders Changes

Customers may change orders by providing written notice prior to shipment. However, any changes may result in rescheduling in accordance with Tygavac's then current lead time. No changes or cancellations to special 'custom' orders are allowed, after receipt of the order.

Returns

With prior approval, Tygavac will accept returns for all 'non custom' products within 30 days after Tygavac shipment. All requests for a return authorisation shall be in writing with a detailed explanation as to the reason for the return. Any return requests after 30 days can not be guaranteed and will be considered on an individual basis. Tygavac will not accept returns of pre-preg materials of any kind or any 'custom' made products (which includes but is not limited to – slit goods, heat seamed products, hoses, non-stock printed items, ACTM produced goods, any items where a minimum order quantity is quoted, special sizes, etc). All returned products must be in new condition and in the original containers or packaging. Customer shall be responsible for transportation charges of returned products to Tygavac unless otherwise agreed by Tygavac.

Returned products will not be accepted at Tygavac unless accompanied by a Tygavac Return Authorisation Number. If Tygavac has not received the return product within 30 days of the Return Authorisation issue date the return will not be accepted.

A restocking charge of a minimum of 10% of the net purchase price shall be charged for returns based on customer order error.

All statements, technical information and recommendations contained in this publication are based on tests believed to be reliable, but their accuracy and/or completeness are not guaranteed. The user shall determine the suitability of the product for his particular purpose and shall assume all risk and liability in connection therewith. All products are sold subject to Tygavac Advanced Materials standard conditions of sale.

TYGAVAC
ADVANCED MATERIALS LTD

Tygavac™ is a registered trade mark
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Standard Catalogue