

## Conditions of Supply for The Stillwater Group LLC Website and Website Products

### Conditions of Supply: Availability

Our site is only intended for use by people resident in the USA.

We do not accept orders from individuals outside the USA.

Products listed on our Website are subject to availability. If we cannot supply you with the Product(s) you ordered, we will not process your order and will inform you of this in writing (including email). If you have already paid for the Product or service, we will refund you in full as soon as reasonably possible.

### Conditions of Supply: Your Status

By placing an order through our Website, you warrant that:

- (a) *You are legally capable of entering into binding contracts;*
- (b) *You are at least 18 years old;*
- (c) *You are resident in the USA;*
- (d) *You are accessing our site from the USA.*

### Conditions of Supply: The Contract Between Us

You can check and correct any input errors in your order up until clicking the or any “Order” button on the payment and delivery page.

If you supplied us with your email address when entering your payment details (or if you have a registered account with us), we will notify you by email as soon as possible to confirm that we have received your order. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to us to buy a Product.

All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an e-mail that confirms that your order for the Product has been fulfilled (“Sale Confirmation”). We may choose not to accept your order for any reason and will not be liable to you or to anyone else in those circumstances. The contract between us (“Contract”) will only be formed when we send you the Sale Confirmation.

**The Contract will relate only to those products whose fulfillment we have confirmed in the Sale Confirmation.**

The Stillwater Group LLC and Affiliates will not be obliged to supply any other Products which may have been part of your order until the dispatch of such Products has been confirmed in a separate Sale Confirmation.

## Conditions of Supply for The Stillwater Group LLC Website and Website Products

### Conditions of Supply: Your Information

During the checkout process, you will be asked to complete your payment details. All fields indicated as compulsory must be completed. Please note that we will collect and store your information, using an encrypted secure payment mechanism and will only use your information in accordance with our Privacy Policy.

### Conditions of Supply: Price

In the event, a Product is listed at an incorrect price due to typographical error or error in pricing information received from our suppliers, The Stillwater Group LLC and associated services shall have the right to refuse or cancel any orders placed for Products listed at the incorrect price. The Stillwater Group LLC and affiliates shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged.

If your credit card has already been charged for the purchase and your order is canceled, The Stillwater Group LLC and affiliates shall issue a credit to your credit card account in the amount of the incorrect price.

Promotional discount codes: We may from time to time offer promotional discount codes (either directly or via third parties) which may apply in respect of any, or certain specified, purchases made through The Stillwater Group LLC Website or any direct affiliating and relating websites. Such codes may only be applied to purchases of full-price items and cannot be used in conjunction with any other offer or discounts.

### Conditions of Supply: Payment

You can pay by MasterCard, Visa, American Express and PayPal. In placing your order with a credit/debit card you confirm that the card being used is yours and/or you are authorized to use it and that there are sufficient funds or credit facilities to cover the cost of any Products or services.

We reserve the right to obtain validation of your credit or debit card details before providing you with any Products or services. All credit/debit cardholders are subject to validation checks and authorization by the card issuer. If the issuer of your card refuses to authorize payment we will not accept your order, we will not be obliged to inform you of the reason for the refusal, and we will not be liable for non-delivery. We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment in accordance with your order.

### Your credit /debit card will be charged when we fulfill your order from our warehouse.

All card payments are subject to authorization by your card issuer and we take payment when we accept your order shortly before order fulfillment. If your payment is not received and you have already received the products you ordered from us, you must pay for the products or return those Products to us in accordance with reasonable return instructions that we provide to you and in the same condition that you received them at your own expense.

## Conditions of Supply for The Stillwater Group LLC Website and Website Products

If you do not do this within thirty (30) days of the date on which we cancel your order, we may collect (or arrange for collection) the products at your expense. We reserve the right to charge you for any and all damage to (or other adverse interference with) any Products that are the subject of an unpaid order.

### **Conditions of Supply: Returns**

All returns for The Stillwater Group LLC services, products or affiliated items are set in accordance with the terms set out in our Delivery and Returns Policy.