



## CUSTOMER TERMS AND CONDITIONS POLICY STATEMENT

		Approved by
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Customers may occasionally submit purchase orders or other documents that include their own terms and conditions. In most cases, these documents are issued as part of the customer's standard procurement process and are not intended to form the contractual basis of the transaction.

The company does not review, negotiate, or accept customer-issued terms and conditions as part of routine order processing. Instead, all sales are conducted in accordance with the company's own standard Terms and Conditions of Sale.

When acknowledging an order, the company will issue an Order Acknowledgement that expressly refers to and incorporates the company's Terms and Conditions of Sale. These terms govern the contract between the company and the customer unless a specific written agreement has been formally negotiated and signed by authorised representatives of both parties. Only a Managing Director is authorised to represent Aerco in this regard.

Where customers attach their own terms and conditions to purchase orders, these should be treated as part of the customer's internal documentation process. Staff should not enter into discussions or negotiations regarding those terms unless specifically instructed by management **and must not sign anything indicating acceptance.**

The company uses a tool to compare customer terms and conditions with ours and to highlight and record any differences. The company will not normally enter into any discussion or negotiation with a customer about these differences.

If a customer insists on acceptance of their terms and conditions the matter must be referred to a Managing Director for instruction.

This approach ensures that the company maintains consistent contractual terms while avoiding unnecessary administrative discussion regarding customer procurement documentation.