



## Supply

### Software Products:

GlobalMSDS software products are normally available as electronic files for ftp transfer on this web site within 3-5 working days after your order is placed. However, please do allow 7 working days before contacting customer services department.

### Service:

GlobalMSDS Service normally involves emails and telephone discussion with the draft product requiring approval from the customer for content and lay-out. The draft is normally available within 5-10 working days after your order is placed and both draft and final product are supplied as electronic file(s) via emails or ftp transfer on this web site

**You can reach us on 01829 781180 or via email [sales@globalmsds.co.uk](mailto:sales@globalmsds.co.uk).** Please contact us if you wish for supply by an alternative route.

### Product Errors:

All our orders are double checked before supply. However, from time to time errors will occur. Any errors must be reported within 7 days from date of supply.

Payment is never taken from you until availability has been checked and product files have been supplied. It is important you provide a valid email address in order for us to send you an email confirming the order. All orders will be available to the customer within 5 working days.

## Payment & Security

We accept payments from PayPal as well as Visa, MasterCard, Access, Switch, Solo, Delta and Visa Electron cards. Unfortunately, we are unable to process payments from American Express.

GlobalMSDS Ltd can only supply goods that are ordered through the [www.globalmsds.com](http://www.globalmsds.com) (or [www.globalmsds.co.uk](http://www.globalmsds.co.uk)) website, by email or by telephone. If this is not acceptable, GlobalMSDS Ltd will invoice the customer in which case product files will be supplied once payment is received for new customers. GlobalMSDS Ltd uses the latest SSL (Secure Socket Layer) software encryption technology meaning information passed between you and our website cannot be accessed by anybody other than ourselves. SSL technology makes online purchasing secure, however if you are not happy to place your order online you can call our sales line on +44 (0)1829 781180 during normal office hours.

For provision of service, payment is normally required at the time of supply of final product. In the event that a customer does not provide approval of the draft product within 4 weeks of supply, then the order will be completed with final product available in requested languages as pdfs and supplied on receipt of payment.

Overdue accounts are subject to a service charge of 1% per month.

#### DISCLAIMER

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#### TERMINATION

GlobalMSDS Ltd reserves the right to terminate or suspend any part of the Service at any time without notice to you.

## Prices

### PRICES

Quotes for services are valid for 4 weeks from the quotation date.

Occasionally errors may arise where prices are incorrectly displayed or changed as a result of circumstances beyond GlobalMSDS Ltd control. If this circumstance should arise, you will be informed of the correct price of the item when we receive your order and you will be given the opportunity to cancel the order should you not wish to purchase the product concerned at that price.

For overseas customers in Europe and the rest of the world the VAT will be deducted accordingly at the checkout. Any import duty, customs and local taxes incurred will be paid for by the customer in full. GlobalMSDS Ltd will not falsify or provide misleading information in order for the customer to avoid paying any import duty, customs and local taxes.

## Privacy

### PRIVACY POLICY

GlobalMSDS Ltd is totally committed to protecting the privacy of our site visitors and customers. The GlobalMSDS team are customers themselves of other Internet sites and fully appreciate and respect the importance of privacy on the Internet. We will not disclose information about our customers to third parties except where it is a necessary part of providing a service to you - e.g. arranging for a product to be sent to you.

By joining our mailing list and providing us with your email, postal address, telephone number you consent to receive communication from us about our latest products and special offers which we think may be of interest to you.

If you wish to verify the details you have submitted to GlobalMSDS Ltd you may do so by contacting us via the e-mail address, telephone number or address given below. Our security procedures mean that we may request proof of identity before we reveal information. This proof of identity will take the form of your e-mail address and password submitted upon registration.

We will not under any circumstances disclose to any third parties our customers name, address, email, credit card details, passwords or telephone number unless authorised by you or are required to subject to National Regulations. GlobalMSDS Ltd uses the latest SSL (Secure Socket Layer) software encryption technology meaning information passed between you and our website cannot be accessed by anybody other than ourselves. Please notice the padlock in the bottom left-hand side of your browser during checkout transactions which shows the system is locked against a third party viewing the information

GlobalMSDS Ltd  
Galloway House  
Clotton  
Tarpoley  
Cheshire CW6 0EG  
United Kingdom