

SALES TERMS & CONDITIONS

Last updated: November 2025

Company: CinePath Ltd (Company No. 16817624)

Contact: legal@cinepath.co.uk

Domain: cinepath.co.uk and related subdomains

1. General

These Sales Terms & Conditions ("Conditions") apply to all quotations, orders, and sales made by CinePath Ltd ("CinePath," "we," "our," "us"). By accepting a quotation, placing an order, or making payment, the customer ("you") agrees to these Conditions in full.

No additional or conflicting terms will apply unless agreed in writing and signed by both CinePath Ltd and the customer.

2. Quotations and Acceptance

All quotations issued by CinePath Ltd are valid for 30 days from the date of issue unless otherwise stated.

A quotation becomes a binding contract only once it has been signed in writing by both CinePath Ltd and the customer.

Once accepted, any requested changes to the order may require a revised quotation and timeline.

3. Pricing and Payment

a. Pricing

Prices exclude taxes and delivery costs unless explicitly stated. CinePath reserves the right to adjust prices before formal acceptance of a quotation.

b. Payment Methods

- Large orders (ConveyorPro): Payment by bank transfer to the account specified on the issued invoice.
- Small orders (Cine3D, Cine3D Pro, and licences): Processed securely through Airwallex.
- Payment is due in full before production unless otherwise agreed in writing.

c. Ownership

Ownership of goods or digital deliverables remains with CinePath Ltd until full payment has been received.

4. Production and Lead Times

All production and manufacturing lead times provided by CinePath Ltd are estimates only.

While every effort is made to meet delivery targets, delays may occur due to material availability, supplier schedules, or technical constraints. CinePath shall not be liable for any loss resulting from delivery delays.

5. Delivery and Risk

Risk in the goods passes to the customer once the order leaves CinePath's premises or designated carrier.

Deliveries are handled via approved couriers including Evri, InPost, and FedEx, unless otherwise arranged.

Customers are responsible for ensuring the accuracy of shipping addresses and contact details.

6. Inspection and Acceptance

The customer must inspect all goods upon receipt. Any damage, discrepancy, or defect must be reported to CinePath Ltd in writing within 48 hours of delivery. Failure to notify within this period constitutes acceptance of the goods.

7. Returns and Refunds

CinePath Ltd will only accept returns or issue refunds for goods that are defective or damaged upon receipt.

All returns must be authorised in writing before the goods are returned.

Refunds, if approved, will be made by the same payment method used for the original transaction.

CinePath does not accept returns for:

- Custom 3D printed parts made to customer-supplied specifications.
- Design services or digital deliverables once production or download has commenced.

8. Limitation of Liability

CinePath Ltd's total liability for any claim arising from the sale, use, or delivery of goods shall not exceed the total amount paid for the specific order. CinePath shall not be liable for indirect, incidental, or consequential losses.

9. Force Majeure

CinePath Ltd shall not be liable for delays or failure to perform obligations due to circumstances beyond its control, including but not limited to fire, flood, strike, supplier failure, or government restriction.

10. Governing Law and Jurisdiction

These Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

All enquiries relating to sales, orders, or refunds should be directed to:

CinePath Ltd

Email: legal@cinopath.co.uk