

# **Terms and Conditions**

## **Warranty of Goods/Services**

1. All our goods/services will serve their intended functions.

## **Terms of Warranty**

2. All warranty conditions are stated in the product/services information provided, unless the manufacturer has provided none.

## **Prices**

3. All our prices are nett. No discounts will be given unless during monthly promotions.

## **Delivery services**

4. Delivery is free for goods purchased above S\$25.00 and delivered within Singapore. Deliveries outside of Singapore will be charged according to the prevailing shipment rates.

## **Payment Processing**

5. We only accept VISA, MASTERCARD and cash.
6. We ensure accuracy in our billing as all our transactions are automatically processed.

## **Cancellation of Orders**

7. We will refund the amount paid if the order is cancelled due to the unavailability of goods or our inability to deliver the goods within the agreed time frame.
8. We will not entertain any cancellations once the order is confirmed and submitted by the customer.

## **Confirmation of Orders**

9. We will send an electronic acknowledgement to the customer within 24 hours upon successful submission of the electronic order. If items ordered are unavailable, a message will be sent to the customer for further action.

## **Exchange & Refunds**

10. All our goods sold are non-exchangeable and non-refundable.

## **Feedback**

11. We welcome your feedback. Should you feel dissatisfied with any of our goods or services, please contact us at Tel: 63467168, Fax: 63467 168, Email: [enquiry@usdb.com.sg](mailto:enquiry@usdb.com.sg)

Alternatively, customers may refer their complaints to the BusinessTrust Secretariat if they are not satisfied with the resolution of the complaint. Complaints can be referred to:

## **BusinessTrust Secretariat**

Mr. Ramesh Vakkirath  
35, Selegie Road, #09-25, Parklane,  
Singapore 188307  
Email: [ramesh@cnsq.com.sg](mailto:ramesh@cnsq.com.sg)  
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