

## AN IMPORTANT MESSAGE FOR ALL OUR CUSTOMERS IN THE EUROPEAN UNION

The UK left the EU on 31 December 2020. After that date we are no longer required to charge UK VAT to our EU customers. This means our prices have effectively been reduced by 20% for parts we ship to EU destinations. When you order parts from us in future please check our order confirmation and invoice and you will see there is no longer any VAT charged.

The EU has decided that from 1 January 2021 member countries will instead charge VAT in the destination country where the goods are being delivered. We have no control over this, it is a new law in your country, not ours. To make the new process as simple as possible for you we are now using DHL for all our European shipments. When our shipments reach your country DHL will contact you with details of the duty your country wants you to pay. If you don't pay the duty your parcel will be returned to us and we will have to pay the return shipping charge. Before you decide, don't forget our invoiced price to you is now 20% less than before.

When you place orders with us you agree to our Terms and Conditions of Sale and you tick a box on the order form confirming that you have read them:

Terms and Conditions

**IMPORTANT** - You must indicate your acceptance of our Terms and Conditions of Sale before you can complete your order

Please acknowledge the terms and conditions bound to this order by ticking the following box. The terms and conditions can be read [here](#).

I have read and agreed to the terms and conditions bound to this order.

Paragraph 5 of our Terms and Conditions states:

**5: TERMS OF PAYMENT** (a) The method of payment shall be determined prior to the despatch of any goods ordered by the Customer. **(b) Where the goods are to be exported from the UK the Customer shall be responsible for complying with any legislation or regulations governing the importation of the goods into the country of destination and for the payment of any import duties.**

(This is not a new condition, it has been in our T+C's since 2005)

We also state quite clearly on all our invoices that payment of import charges made by destination countries are the customer's responsibility, not ours. This is because we have no control over your country's laws. We're extremely sorry that the UK has left the EU and that the EU has decided to make this change, but the total price you pay, including your local import duty, should be about the same as you paid when we charged you UK VAT.

If you have specific questions about this change or you want more information and guidance please email me at [exports@montehospital.com](mailto:exports@montehospital.com)

*Rod Shipley*

Rod Shipley

THE **monte**  
hospital

