

Terms and Conditions of Service

These Terms and Conditions govern the provision of trailer design and import facilitation services by Orion Trailers Ltd. hereafter referred to as "Orion Trailers"), to the Client: ****, represented and signed by ***

1. Role as Agent and Designer

Orion Trailers acts strictly as an independent agent and design consultant to assist Clients in commissioning bespoke catering trailers from third-party manufacturers based overseas. Orion Trailers is not affiliated with, employed by, or in partnership with the factory or manufacturer, and acts solely on the Client's behalf to coordinate the design, production, and delivery of the trailer.

2. Manufacturing Liability

By engaging Orion Trailers, the Client understands and agrees that Orion Trailers shall bear no liability whatsoever for issues arising from the manufacture, workmanship, materials, or structural integrity of the trailer. All such issues must be taken up directly with the factory or manufacturer.

3. No Guarantees or Warranties by Orion Trailers

Orion Trailers offers no guarantees or warranties—whether express or implied—regarding the finished trailer. While the trailer may be supplied with a one-year manufacturer's warranty, Orion Trailers does not enforce, manage, or support claims under this warranty and shall not be held responsible for the outcomes of any such claims.

4. Client Design Approval

The Client is fully responsible for reviewing and approving all designs, layouts, and specifications prior to the commencement of production. By approving the design documentation, the Client accepts full responsibility for the final trailer specification. Orion Trailers shall not be held liable for any errors, omissions, or unsuitability that were signed off by the Client.

5. Illustration Disclaimer

All 3D renderings, visualisations, and illustrations provided by Orion Trailers are for illustrative purposes only and do not constitute exact representations of the final product. Variations in colour, dimensions, equipment placement, fixtures (including but not limited to lighting, exhaust vents, handles, and hatches), and other details are likely to occur due to the bespoke nature of the manufacturing process. These renderings are intended to assist in the conceptual design phase, and the Client acknowledges that the final delivered product may differ in appearance and specification

6. Deposit and Payment Terms

Payment of a deposit constitutes the Client's full and informed acceptance of these Terms and Conditions. Once production has commenced, no refunds or cancellations are permitted due to the custom-made nature of the product.

7. Custom Product – No Refunds or Returns

The Client acknowledges that the trailer is a bespoke item built to order. Under UK Consumer Law, no returns or refunds are permitted once manufacturing has begun. This includes changes of mind or dissatisfaction with approved designs.

8. Price Variations

All prices quoted by Orion Trailers are given in good faith based on information available at the time. Due to the nature of international manufacturing, pricing is subject to change due to fluctuations in material costs, factory charges, exchange rates, or other unforeseen factors. Any such changes will be communicated to the Client as soon as practicable and must be settled prior to shipment.

9. Import, Delivery & Assembly

Orion Trailers assists in the arrangement of importation and shipping, but accepts no liability for customs delays, duties, or regulatory issues. Unless otherwise agreed, all customs clearance costs and associated charges are the responsibility of the Client.

Upon arrival in the UK, if instructed, Orion Trailers may assemble wheels, axles, or brake components on behalf of the Client. However, it remains the Client's responsibility to have the trailer inspected by a qualified mechanic prior to use. Orion Trailers expressly recommends this be done to ensure roadworthiness and compliance with local safety standards.

The shipping, import tax, port handling fees and other related administration costs are not included in your trailer quotation and will be invoiced separately.

Trailers being collected from the destination port must be collected within 5 business days of arrival to avoid additional storage and handling fees, the client is liable for these charges.

10. Insurance Responsibility

It is the Client's sole responsibility to ensure the trailer is fully insured from the point of arrival in the UK. Orion Trailers does not arrange insurance and accepts no responsibility for damage, loss, or theft once the trailer is delivered or collected.

11. Compliance with UK Law

The Client is responsible for ensuring the trailer meets all applicable UK laws, roadworthiness standards, safety regulations, hygiene codes, and licensing requirements for its intended use. Orion Trailers does not provide regulatory compliance certification unless otherwise agreed in writing.

12. Disputes with Manufacturer

While Orion Trailers may, at its discretion, assist with initial communication regarding manufacturing issues, all claims, complaints, and legal matters must be directed to the manufacturer. Orion Trailers shall not be liable for the outcome of any such communications or disputes.

13. Foreign Exchange & Bank Fees

All foreign exchange fees, currency conversion costs, and any bank transfer fees incurred during the payment process — including when Orion Trailers transfers funds to overseas manufacturers — are the sole responsibility of the Client. These charges are **not included** in the quoted trailer or service price and **will be passed on in full** to the Client. The Client agrees to cover any shortfall caused by currency fluctuations or bank charges to ensure the required amount is received by the manufacturer or service provider.

14. Marketing and Promotional Use

The Client grants Orion Event Services Ltd (trading as Orion Trailers) the irrevocable right to photograph, film, and otherwise record the trailer and any associated installations or set-up, including the Client's branding and logos, for the purpose of creating marketing and promotional materials. The Client further consents to the use, reproduction, publication, and distribution of such images, videos, and other media by Orion Trailers in any medium, including but not limited to social media, websites, brochures, and other advertising channels, without additional approval or compensation. The Client warrants that it has the authority to grant this permission in respect of all relevant intellectual property rights and agrees to indemnify Orion Trailers against any claims arising from such use.

15. Limitation of Liability

To the maximum extent permitted by law, Orion Trailers shall not be held liable for any indirect, incidental, or consequential losses, including but not limited to loss of income, loss of business opportunity, or reputational damage, arising from the manufacture, importation, or use of the trailer.

16. Governing Law

These Terms and Conditions shall be governed by the laws of England and Wales, and any disputes arising under them shall be subject to the exclusive jurisdiction of the English courts.

Signatures

For and on behalf of Orion Trailers Ltd.

Name:

Date:

For and on behalf of ***:**

Ewelina Bouroubi _____
Date:

Karim Bouroubi _____
Date: