

ACCOUNTS, DELIVERY

Opening an account

Q. Do I need to open an account to purchase from you?

A. If you purchase from us we automatically open an account so that we are able to produce your invoice and packing note.

Q. If I have an account with you can I order online?

A. You will need to contact us for a username and password. You will be able to change the password to one of your own choice. Once registered your discounts will automatically be applied to your online purchases and you will receive order confirmation.

Q. I am outside the UK. Can I buy direct from you?

A. Yes, unless you are in a country where we have an appointed distributor. In that case your order or enquiry will be directed through them.

Discounts

Q. Do I qualify for any discount as a first time buyer?

A. If purchasing online you can take advantage of any discount coupon that may be on offer. If purchasing direct the sales person who you deal with will apply some discount depending on your trading status and the items you are purchasing.

Q. What are your standard discounts?

A. These are confidential but will be applied to your purchases depending on your trading status. When you open an account with us you will be given a discount list including minimum order value required to avoid our small order charge.

Enquiries and orders

Q. How can I make an enquiry?

A. By filling in the enquiry form on the web site or by emailing, faxing or telephoning the Sales Office. You can search for your requirements on the web site. If your requirement is in stock you will be able to see the price and the quantity in stock. We may have the item you need if you find it but you see 'please enquire'. In this case please contact us. For items not listed we can quote to manufacture. For all enquiries we will issue an official quotation showing price and estimated delivery time.

Q. How can I place an order?

A. If you are an account holder and registered to use the web site you can simply order online. Otherwise please contact our sales office. Either way you will be issued with an official order confirmation stating prices and despatch time. If you are ordering against an official quotation it would be helpful if you gave the quotation number.

Prices on orders

Q. *What will happen if the prices on my order are incorrect?*

A. We will not accept the order. We will advise you of the correct prices and will only accept the order on receipt of an amendment. We will also not accept the order if the order is under our minimum value for free shipment, and the small order charge has not been included. Again we will advise you and await an amendment. The small order charge depends on your trading status and will be advised to you along with your discounts. We are strict about this as it prevents subsequent problems with invoice rejections, which can be time consuming.

Payment

Q. *What are your payment terms?*

A. If you are a first time buyer we ask for payment with order. This can be for goods to be delivered immediately or custom items that have a manufacturing time. Please note that we will not begin manufacture of custom items until we have received cleared payment. After the first transaction we expect payment within 30 days after the end of the month that delivery is made in. If payment is late the account will be suspended. If payment is late regularly we will revert to payment with order.

Q. *How can I pay you?*

A. We only invoice in, and therefore only accept payment in **pounds sterling**. We can accept payment by cash, cheque, bank transfer (preferred) or most credit cards (sorry, but not AMEX). For new customers we can despatch same day if cleared credit / debit card payment is made.

Delivery

Q. *What is your standard delivery time to UK addresses?*

A. For items that are in stock we can despatch same day. For despatches to UK addresses we send by courier or Royal Mail depending on the size and value of the package. Most will be delivered next day as long as the order is placed before the normal courier or Royal Mail collection times, (you should confirm this if required). We cannot, however, be held responsible for non or slow delivery on standard services. If assured delivery is required this must be organised when the order is placed. There may be an extra charge.

Q. *Can I get proof of delivery?*

A. Yes, if the goods are despatched by courier or some other assured means. Not for standard mail. If you need proof of delivery you must confirm when placing the order. There may be an extra charge.

Q. *What are delivery times to non UK destinations?*

A. This depends entirely on the destination and the cost you are willing to bear. This can be decided when placing the order. Our sales staff will be able to advise you. Whatever you decide on will be detailed in your order confirmation.