

# TERMS AND CONDITIONS OF SALE

**PAYMENT:** Unless arrangements have been made to the contrary and provided that credit arrangements have been agreed then payment is due within 14 days of delivery or collection, thereafter a 10% credit charge is added and the account becomes due. In the event of payment terms being exceeded then goods will only be supplied on a C.O.D / PWO basis plus the amount to bring the account to within terms.

## **PAYMENT BY CARD**

There will be no charge for payment by Bank Debit Card, however for Credit Card payments we reserve the right to charge a service charge as a percentage of the value of the payment to recover the cost to us.

## **CASH ON DELIVERY (TRADE CUSTOMERS ONLY)**

If payment is received on delivery of goods a 1% discount will be given. The discount will be in the form of a credit note issued following the receipt of the payment and detailed on your next invoice.

## **DAMAGES, SHORTAGES & RETURNS**

All damaged goods, shortages and goods for return must be notified within 2 working days of delivery. We will then raise the appropriate paperwork and where appropriate our driver will collect the returns with the next delivery. The driver will not be able to collect any goods without this paperwork. If the goods are delivered by courier in an area we do not operate our own transport in an image of the damaged or faulty goods will be required before a credit can be issued.

## **SPECIAL ORDERS**

Goods will be automatically sent to customers on their next order after the goods have arrived in our store. Special orders cannot be cancelled. Special orders will be charged at base price. We reserve the right to take a non-refundable deposit of 25% of the sales value of the order.

## **RETENTION OF TITLE**

H.G. Gladwell & Sons Ltd remains owner of the goods until the balance outstanding and all other sums owing by the buyer to H.G. Gladwell & Sons Ltd are paid in full.

## **PRICES**

The price of the Goods may be increased or decreased at any time and the buyer shall be liable to pay for the goods at the price ruling at the date of delivery.

## **TRADE CUSTOMER**

A Trade Customer is defined as a business that earns its income from the sale or use of products purchased from ourselves

## **EXCLUSIVE TRADING AREAS**

Please note that to be fair to our suppliers we are not in a position to guarantee exclusive trading areas for Trade Customers.

## **REPRESENTED OR BOUNCED CHEQUES**

In the event of cheques having to be represented by our Bank then a charge of £25.00 to cover expenses incurred will always be made.

## **CANCELLED ORDERS**

In the event of an order being cancelled on the working day before delivery or later we reserve the right to charge £1 per item.

## **COUNTRY STORES**

We have Trade and Retail Country Stores at the following locations. Full details can be viewed on our website which is <http://www.copdockmill.co.uk/Country-Stores.shtml>

SUFFOLK:- COPDOCK, Nr Ipswich; OLD NEWTON, Nr Stowmarket ;BURY St EDMUNDS

ESSEX:- RAYLEIGH,

CAMBRIDGESHIRE:- PETERBOROUGH

KENT:- FAVERSHAM; MARGATE; SANDWICH

NORTHAMPTONSHIRE:- RUSHDEN

## **COLLECTIONS**

We respectfully request that all Trade Customers phone their order 2 working hours in advance (4 hours for GP&C Copdock). This enables us to prepare the paperwork and pick the goods, which, in the case of Copdock store come from the main warehouse and not from the shop area. Please note that our Country Stores hold a selection of the goods listed in our Trixie trade brochure and a small selection from our Fishing Bait Brochure

## **DELIVERIES**

Deliveries via our own transport network - Please ensure that orders for delivery are received by us no later than 11am two working days prior to the delivery day, i.e. Orders for delivery on a Wednesday must be in by 11am Monday. Please give us as much notice as possible.

Trixie & Nationwide only deliveries via carrier or courier network – Orders will be despatched and delivered wherever possible within 48hrs

## **ADDITIONS TO ORDERS**

Deliveries via our own transport network - Please ensure that any additions to orders are received by us before 2.30 pm for the following days delivery. If we receive any additions after this time we may not be able to add to the order. Once a Trixie courier order is placed no additions can be added .

## **PALLETS**

All pallets left with the customer remain the property of H G Gladwell & Sons Ltd and must be exchanged on delivery. Where pallets are not exchanged a charge of £5 per pallet will be incurred.

## **DISCOUNTS**

**DELIVERED GOODS - This applies to customers within our regional delivery area. Outside our regional delivery area we may have to add an extra delivery charge. .**

For orders of **£300+** the price will be the base price.

For orders of **£500 to £899** a 1% discount will be applied.

For orders of **£900 to £1199** a 3% discount will be applied.

For orders of **£1200+** 4% discount will be applied .

The order value will be the net value before VAT.

If products are ordered in full pallet quantities a further 1% discount will apply to that product.

Please note our minimum "free delivery" value is **£300**. Orders between **£200 and £299.99** (net value) can be delivered at a cost of £15.00 and priced at the **£300+** rate

For goods sent via our nationwide Trixie courier network a minimum £75 net order is required for free delivery. For Nationwide deliveries please see Nationwide & Trixie Terms and Conditions

## **IMPORTANT NOTE**

All discounts will only apply if payments due on credit accounts (if applicable) are up to date, i.e. payment is received by the date stated on the invoice (if posting please allow time for Royal Mail to deliver payment)

## **TO PARTNERSHIP AND SOLE TRADERS**

We may transfer information about you to our bankers/financiers for the purpose of providing services and for the following purposes:-

- Obtaining credit insurance
- Credit control
- Securitisation
- Making credit reference agency searches
- Assessment and analysis (including credit scoring, market, product and statistical analysis)
- Protecting our interests

We will provide you with details of our bankers/financiers and that of any credit reference agencies used on request. E & O E