

## H. G. Gladwell & Sons Ltd - TERMS AND CONDITIONS OF SALE (bv1 09/08/2024)

### ACCEPTANCE

By choosing to order from H. G. Gladwell & Sons Ltd you are accepting all terms, conditions and disclaimers specified.

### 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 goods may be increased or decreased at any time, the buyer shall be liable to pay for the goods set by the price ruling as 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 H. G. Gladwell & Sons Ltd.

### PAYMENT:

Unless arrangements have been made to the contrary, then payment for goods is due prior to delivery or collection. Where credit terms have been arranged, payment for goods is due as agreed. In the event of payment terms being exceeded, credit terms may be revoked and goods supplied on a pro forma basis only. We reserve the right to charge interest on overdue balances at a rate of 10% per calendar month.

### PAYMENT:

**DIRECT DEBIT: 7 Day** – a 5% discount will apply.

**DIRECT DEBIT: 28 Day** – a 2% discount will apply.

**PAYMENT WITHIN AGREED TERMS:** – payment can be made by bank transfer, cheque, debit card and credit card (to recover the cost to us, we reserve the right to charge a service fee for payment by credit card, charged as a percentage of the value of the payment).

### REPRESENTED OR BOUNCED CHEQUES:

In the event of a cheque having to be represented by our bank, to recover the cost to us, a charge of £25.00 will be made.

### DELIVERY

For orders of £125 (net value) and above delivery is free, this applies to products found in our Copdock Angling Catalogue only (bulk items may incur a delivery surcharge, as noted in the catalogue).

### ORDER ADDITIONS

It is not possible for additions to be added to your order once it has been received because we try and pick and dispatch orders on the same day.

### DAMAGES, SHORTAGES & RETURNS:

All damaged goods, shortages and goods for return must be notified within 2 working days of delivery. Where appropriate a returns note will be raised and our driver will collect the goods on the next delivery (the driver will not be able to collect any goods without this paperwork). If goods are delivered by courier/carrier in an area that we do not operate our own transport, an image of the damaged or faulty goods will be required before a credit can be issued.

### GLADWELLS PET & COUNTRY STORES - LOCATIONS:

We operate Trade and Retail Country Stores at the following locations:

- **SUFFOLK:** - COPDOCK; STOWMARKET; BURY St EDMUNDS
- **ESSEX:** - RAYLEIGH
- **CAMBRIDGESHIRE:** - PETERBOROUGH; BASTON(WATERSIDE)
- **KENT:** - FAVERSHAM; MARGATE; SANDWICH; TENTERDEN
- **NORTHAMPTONSHIRE:** - RUSHDEN

Full details can be viewed on our website - <https://gladwellspet.co.uk/country-stores/>

### GLADWELLS PET & COUNTRY STORES - COLLECTIONS:

To allow time to pick goods and prepare paperwork, we request that all customers phone their order a minimum of 2 working hours in advance (4 hours for GP&CS Copdock as goods are picked from the main warehouse and not from the shop area). Please contact stores directly for availability and lead times.

### EXCLUSIVE TRADING AREAS:

To be fair to our suppliers, we are not in a position to guarantee exclusive trading areas for Trade Customers.

### CANCELLED ORDERS:

We reserve the right to charge £1 per item in the following instances - an order being cancelled on, or after the working day before delivery, or the delivery driver being refused for any reason.

### PARTNERSHIP AND SOLE TRADERS:

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

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

Errors and omissions expected.