

1. Unless the customer holds a pre-approved credit account with us, then all orders shall be paid for in full including VAT before manufacture commences. Any lead time quoted commences the next working day after payment clears. All bespoke items shall be paid in full 48 hours clear before dispatch.
2. In the case of prepayment – the tax point date is the date of payment which will be shown on your receipted VAT invoice.
3. We can accept credit and debit card payments or payment by bank transfer.
4. In the case of customers with a credit account, you will have been made aware of your credit limit, terms and conditions upon opening of account.
5. If your account is overdue or over credit limit we may at our option either delay manufacture or delay delivery of further orders until the account is brought up to date.
6. We invoice you on the day the goods leave our premises. Note that this is not necessarily the date on which you may receive them, which maybe several days later.
7. If Clause (6) above is an issue, then you have the option of arranging your own transport to collect your orders once we have notified you they are completed and ready for dispatch.
8. Those customers collecting their own orders must notify us 24 hours prior to collection – noting our collection times are 08-00 – 16-00 Monday to Friday and until 14:00 Fridays. We do not open on a weekend.
9. Invoices in most cases will be emailed to you unless you specifically request us to post hard copy. Please bear in mind the environmental impact of printed materials.
10. You have three days from receipt of goods to notify shortage or damage which must be backed up by an email stating the details and where possible photographs of damage.
11. Delivery notes signed 'Unchecked' are unacceptable and will be treated as having being checked and all in order.

Andrew Thorpe
Managing Partner

December 2023

