

SOAKE Ltd Terms of Trade

(Note: Terms may be amended at any time and the new terms will apply immediately).

Our Mission "We are here because of you our customers. We value greatly your support and your business. It is our aim to offer you fun, practical, unique and successful products time and time again. We will always strive for excellence in everything we do. We all care passionately about the way we do our business. We want to be the leaders in our field."

Prices and Specifications Soake Ltd reserve the right to alter prices without prior notice and for any reason. Our brochures and price lists are illustrative only and product specifications may vary from those described.

Carriage UK Mainland (Excluding the Scottish Highlands). Free carriage on orders over £250.00 plus vat. Orders below this value charged at £9.00 +VAT despatch and admin costs per consignment. The Channel Islands, Scilly Isles, Isle of Man, Northern Ireland and the Scottish Highlands and Islands. Free carriage on orders over £275.00 plus vat. Orders below this value charged at cost. Small orders may have an admin charge added. Southern Ireland, carriage charged at cost.

Minimum Order Values The minimum order value that we will despatch will be £100.00 plus VAT. (This value supersedes all previous values). Small order despatch charges will apply. (See above 'carriage and admin charges').

Back Orders We try to have good stock levels at all time. However, there are occasions when stocks do run out. We ask for your patience in these cases. Back orders will be despatched as soon as possible unless we are notified that you do not wish to receive back orders. Small back orders may be held and sent out later with your next re-order. Despatch conditions apply as follows. Back orders of £50.00 plus VAT or more will be sent out with free delivery to addresses on the UK mainland. Back orders below £50.00 can be sent to mainland addresses for a charge of £9.00 +VAT. Back orders to the Scottish Highlands and the off-shore islands can be sent free carriage if the value is £75.00 plus VAT or more. Orders can be made up to £50 or £75 by adding to the order prior to despatch. If you would like to add to a back order please call the order hotline on 01423 341000, fax us, or email to info@bloomingbrollies.co.uk We do not despatch back orders to customers in the Republic of Ireland.

Flash Sales It is strictly forbidden to sell any of our ranges on flash sale sites unless agreed in writing.

New customer credit First orders will be pro-forma. Thereafter subject to satisfactory trade and bank references, credit facilities may be made available. An account application form is available by contacting us at the address below.

Payments For Credit account customers terms are strictly net 30 days following the date of invoice unless otherwise agreed. We accept payment via cheque, BACS. You may also pay by credit or debit card over the phone. There is no additional charge for debit/credit card payment. We also now take payment by Pay Pal. Charges may apply. Please call for details. Overdue accounts will be charged at a rate of 1.5% per month.

Overdue Accounts In the event of late payment of accounts, debts may be passed to solicitors/debt collection agencies for recovery. All associated costs plus interest will be charged and be payable by the customer.

Complaints Procedures/Problems If you experience any problems please do not hesitate to phone us on 01423 341000 or send a message to info@soake.co.uk Or write to us at the address below.

Returns/credits Goods will not be accepted for return without prior consent and, if accepted, will be subject to a nominal 10% handling charge. All returns must be perfect and still in original packaging without price stickers. Non-perfect goods sent to us will not be credited and will not be returned to you. Ex-display items cannot be returned.

Damages and Shortages. Damaged goods and short deliveries must be notified in writing within 7 days of delivery.

Faulty Goods These should be notified to us via phone or email or fax together with details of the nature of the fault(s). We will then advise whether to return the goods for inspection. A credit will be issued, and replacements sent if required.

Title to Goods All goods delivered by the company will remain the company's property until all debts owed to the company by the buyer, including all balances existing are settled in full. In the event that the company has not been paid, the company may obtain the said goods.

Export Customers. For customers outside the UK and Eire the following additional terms will apply: -

All orders placed must be pre-paid to our UK bank before despatch of the goods. All despatch costs will be charged. We do not offer back orders. All items out of stock must be re ordered with the next order. If we make a mistake and miss off items we will not be liable to send them out separately. They will be sent with the next main order. We will not be liable for any third-party claims arising out of missing stock or any errors on our part. Faulty items will be credited to the account but account, not send replacements until the next main order is placed. For EC customers VAT can only be deducted on receipt of your VAT reference number. For non-EC customers using a UK freight forwarding company, we will need a 'proof of export' certificate from that company before refunding VAT. Orders can be uplifted from our premises using your own appointed carrier at no charge or we can despatch using our own parcels carrier. We will not offer special deadlines or express delivery... We will not be liable for any losses arising out of late deliveries or delays.

Amended Terms. These terms and conditions may vary from time to time and the new terms will be the ones that apply from that date. Please contact us for an up-date if you need to confirm latest terms.

Acceptance All account holders with Soake Ltd must accept the above terms and conditions. Please sign below to acknowledge acceptance of the terms and return to us at the address below. (Please keep a copy for your records).

I confirm that I have read and understood the terms and conditions above and accept them as the terms and conditions of trade with Soake Ltd.

Signed _____ Print Name _____

On behalf of (Company) _____ Date _____

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