

ENHANCE ACCESSORIES UK TRADING TERMS AND CONDITIONS

UNITED KINGDOM CUSTOMERS

ENGLAND, WALES, SCOTLAND, NORTHERN IRELAND, CHANNEL ISLANDS

MINIMUM ORDER

First order minimum order is £200.00 ex VAT

Minimum order quantity per unit (item/colour) is 2.

PRICING

Prices are based excluding VAT and per item

Quantity pricing discount is available when ordering per item/colour way for the following quantities:

3's—5% Discount (off base price)

6's—7.5% Discount (off base price)

12's—10% Discount (off base price)

CATALOGUES

Catalogues are sent out twice a year with the introduction of each season (usually early February and early September). A smaller mid season catalogue maybe sent out between each issue.

Our products are also viewable via our online webstore. This will be available to customers who have ordered with us.

www.enhanceaccessories.co.uk

FREIGHT

	UK MAINLAND	NORTHERN IRELAND	CHANNEL ISLANDS	SCOTTISH HIGHLANDS
FREIGHT CHARGE	£6.00	£12.00	£12.00	£12.00
DELIVERY TIME	NEXT DAY BY 5PM	TWO DAY SERVICE		
CARRIAGE PAID ORDER	£400.00 ex VAT			
BACK ORDER	CARRIAGE PAID			
BACKORDER METHOD	ROYAL MAIL			
B/O < £80.00				
UPGRADE TO DHL	£3.00	£5.00		
B/O > £80.00	DHL			
Orders received by 12 midday will be dispatched that day for delivery, outside of trade shows (as long as payment details are provided/ account customers have no overdue payments outstanding).				

PAYMENTS

The following methods of payment are accepted:

CARD PAYMENTS: VISA, VISA DELTA, MASTERCARD, ELECTRON, MAESTRO DOM, SWITCH

BACS PAYMENTS: BSB—60 30 20 / AC NO 28125576

CHEQUE: PAYABLE TO: Enhance Accessories UK Ltd

RETURNS

Should an item be received or returned that is faulty or flawed below is the process in which returns are to be dealt with:

- Contact our office by phone or email within 7 days of being aware of the issue with the following information:
- PRODUCT CODE, CUSTOMER NAME, INVOICE NO/DATE OF PURCHASE, ISSUE

- You will be informed of a Returns Authorisation Number and should the items be requested to be returned by our staff, the Returns Authorisation Number will be required to be noted with the returns.
- Returns will only be accepted within 3 months of the goods being sent from our office, and only with a Returns Authorisation Number.

ORDERS

Customers are able to place an order by the following methods: PHONE, FAX, EMAIL, WEBSTORE, AGENT, TRADE SHOW. We reserve the right to not supply a customer, should we feel there is a conflict of interest, or where we currently supply an existing customer where we have an agreement of area sensitivity.

CANCELLATIONS AND CHARGES

Where a customer cancels an order a £30 administration fee applies. In addition, where goods have been packaged for dispatch a 15% restocking fee may apply. These fees are charged because of the amount of time it takes to receive, process, receive cancellation and finally unpack an order.

PREPAID CUSTOMERS

All new customers are dealt with on a proforma basis. Goods will be processed for dispatch that day, once we have either received Card details, a cheque or BACS payment. Card payments are only processed once goods have been packed for shipping.

ACCOUNT CUSTOMERS

Credit is only granted after a 3 month trading history with Enhance Accessories UK Ltd with the customer completing our account application form. Customers who have been successfully trading for longer than 5 years with a good credit history are able to apply for credit on the first order. To remain an account customer the following criteria must be maintained: Order at least every 10 weeks and make payment within 30 days of invoice. A customer can be declined further credit should payments be made continually well past the due date.

CREDIT PROTECTION ASSOCIATION

Enhance Accessories UK Ltd is part of the Credit Protection Association. All customers wishing to obtain credit must complete a Credit Protection Association (CPA) application form. Upon completion, we will complete the credit check with CPA and a credit limit will be set. 30 days credit from the date of invoice will be given to successful applications with CPA. If payment has not been received within the agreed terms, a reminder letter will be sent from CPA on behalf of Enhance Accessories reminding customers of the amount due and the invoice number.

Should payments not be forthcoming, Enhance Accessories UK Ltd will undertake all measures to recover payments.