



TERMS & CONDITIONS OF TRADING

INTRODUCTION

Peter Harvey Floral Art Products Limited is an Importer and Wholesale Cash & Carry business with over 45 years of experience. We supply a wide variety of goods to the Wholesale, Florist, Garden Centre, Retail Display, and Film & Television industries. As such we require each new customer to complete the Trade Card Application form and provide at least TWO of the following items as proof of trade status.

- Professionally produced Business Card; Professionally produced Letter Headed Paper; Company Cheque book or Company Credit Card; VAT reg.certificate; Shop Rental Agreement/Ownership deeds or Market Traders Licence.

WE RESERVE THE RIGHT TO REFUSE ENTRY TO ANYONE WHO DOES NOT SATISFY OUR TRADE STATUS

REQUIREMENTS

Once you have satisfied our trade status requirements your company will be issued with a buying card. This card may only be used by up to two named company representatives.

MINIMUM ORDER VALUE

On each visit the minimum purchase to all customers will be £25.00 net invoice value.

CHILDREN

Well-behaved children are welcome on the premises. However, with the nature of some of our products i.e. glass & ceramics, any children found running around will be asked to leave the building.

NO LARGE BAGS

We regret the necessity to ask all customers NOT to take large handbags into the Cash and Carry.

REFRESHMENTS

In our comfortable coffee lounge there are vending machine drinks & snacks available. Please feel free to relax with some refreshment whilst your invoice is being processed.

DISABLED ACCESS

At our Cash & Carry we have wheelchair access and disabled toilets.

WHEN AND WHERE TO PAY

When your invoice is printed and ready for settlement your company name will be announced over our tannoy system in the customer coffee lounge. When your company name is announced, please make your way to the reception desk where you can remit your invoice.

HOW CAN I PAY?

Remittance of your invoice can be settled with either company cheque, cash, credit or debit card. Cheques that are not met in full upon presentation will incur the following charges. Represented cheque £5.00, unpaid cheque £20.00, these charges will be invoiced to your account.

PACKING YOUR GOODS

If you wish to have your goods packed into boxes we offer this service at the checkout. Please indicate to a member of staff if you wish to have your goods packed. Please note that goods will only be packed if empty boxes are available, in extremely busy circumstances we may run out.

COLLECTING YOUR GOODS

After paying your invoice at reception make your way to the check out area to collect your goods. Do not remove any goods from the checkout area until one of the checkout staff has seen sight of your invoice. If help is required in loading your goods into your car, please ask a member of staff at the checkout.

CREDIT ACCOUNTS

Credit terms will only be considered upon receipt of a fully completed credit application form and subject to our ability to obtain information from the Customers existing creditors & references. The approval of credit accounts and the fixture of credit limits are at the sole discretion of Peter Harvey. Upon credit approval the Customer agrees to remit in full, the amount shown on the invoice/ statement within 30 days from invoice date. If the Customer fails to remit the invoice within 30 days then Peter Harvey shall be entitled to charge the Customer 2% per annum above the HSBC base rate until payment in full has been received, under the Late Payments Of Commercial Debts Regulations 2002. Overdue accounts will be put on credit stop, any costs incurred by Peter Harvey in debt recovery will be charged to the Customers account.

DELIVERY OF GOODS

A delivery service is available. Delivery rates will vary on an order-by-order basis, please ask for details.

RISK & TITLE OF GOODS

Title to Goods shall not pass to the customer until Peter Harvey has received in cash or cleared funds payment in full of the price of the goods. Risk of damage to or loss of the Goods shall pass to the Customer at time of collection or delivery.

CLAIMS

We must be notified of faulty/damaged goods within 7 days of invoice date. After this period we establish that the buyer has accepted the goods. If we are notified of faulty/damaged goods within these terms, the goods must then be returned to us within 8 weeks with a copy of the invoice on which the faulty/damaged goods appear. Wherever possible we will provide replacements for faulty/damaged goods. Where this is not possible we will issue a credit note for the full value price. **We do not operate a sale or return policy.** Any goods purchased incorrectly cannot be exchanged or credited. Such goods will be deemed by us to be accepted by the buyer on the day of purchase. Goods returned for any other reason whatsoever will be subject to a 50% re-stocking charge.

OTHER GENERAL INFORMATION

- Prices on imported goods cannot be guaranteed prior to arrival in the UK; We reserve the right to change prices without prior notice.
- The Peter Harvey import range can be pre-ordered in our 'Distribution' showroom. Access to the 'Distribution' showroom is by appointment only. The Peter Harvey Sales representatives can make appointments to visit the Customers site with the Peter Harvey 'Show Van'. Minimum carriage paid order is £500. Payment for goods ordered would not become due until agreed date of invoice see section 'Credit Accounts'.

OPENING HOURS

Monday – Thursday ~ 7.30am to 5.00pm

Friday ~ 7.30am to 4.00pm

Saturday ~ 8.00am to 12.00noon (Excluding Bank Holiday Weekends and our Christmas Closure)

Sunday ~ Closed