

# PREMIERSTONE

Stone & Porcelain Wholesalers

All goods are sold subject to our standard Terms and Conditions.

All orders are Pro Forma. Goods will not be despatched until payment confirmation is received.

All prices are excluding VAT and delivery. Prices are per sqm unless stated.

Delivery is chargeable per pallet, based on set pallet rates depending on first two letters of delivery postcode.

No claims will be entered into after 24 hours of delivery.

Porcelain tiles are sold in full boxes only. Sqm orders will be rounded up/down to nearest box quantity accordingly.

Tile sizes stated are estimated. Please check precise tile size when placing orders. (Sizes and can vary within the maximum industry allowance of 5mm within batches)

## **Order Cut Off Time and Payments**

All orders must be placed, processed and paid for by at least 12.00pm the day before required despatch date, for them to be guaranteed to be despatched on that required day.

Orders completed after that 12.00pm cut-off point will be allocated to the following day's despatch schedule.

(Please note, if paying by BACS, notify us that payment has been made, either by emailing through the payment confirmation, or phoning/emailing to let us know.)

When you receive the pro forma invoice (via email), please check that all the details are correct.

Please note that when ordering, we suggest allowing 10% for customer wastage/cuttings, as is standard industry procedure

## **Delivery Times**

All orders are despatched on pallets, by third party transport companies. Deliveries are "Kerbside".

Premium Next Day Service - Our standard method of delivery which despatches your order on a next working day basis. Please note that unless a timed delivery is requested, deliveries on this service are made generally anytime between 8.30am and 5.30pm.

Economy Service - This slightly cheaper service, delivers your order within 3 working days, and again deliveries are made typically, anytime between 8.30am and 5.30pm.

Collections from our warehouse – You can also collect from our warehouse strictly between 1.15pm and 3.30pm, with prior notice and cleared funds on processed orders.

## **Access Issues :-**

Please notify us when placing your order if there are any access issues or restrictions at the delivery address for your order. For example, narrow roads, gravel driveways, inclines, etc.

Deliveries are made using large lorries, and pallets are offloaded using a tail lift.

## **Procedure for Damages in Transit**

Please ensure you, or the 3<sup>rd</sup> party person receiving the goods, takes notice of the large red label on the goods that requests you inspect them for damage prior to signing for them in good condition.

If a person other than the customer who placed the order is to receive it, it is the responsibility of the person who placed the order to convey the information above and advise recipient of delivery procedures.

In the unlikely event that your order was damaged in transit, please note this on the delivery note, by signing for it as "DAMAGED", and we can arrange to replace the goods.

It is also required and helpful to have as much photographic evidence as possible.

Any damages MUST be signed for as "DAMAGED".

Do not sign "Unchecked". The delivery driver cannot leave without a signature.

If damages are not stated clearly on the delivery note, and the goods are not signed for as damaged, we reserve the right to refuse any replacements or refunds.

Please note that in order for us to send replacement tiles out, the following must be complied with:-

1. Delivery note must be signed for as "damaged"
2. Notification in writing within 48 hours of the delivery being received.
3. Photos of the damaged tiles, (in crates if applicable) as received by yourself.
4. We will only replace damaged tiles if the total amount is greater than 5% of the total order.

**Premier Stone Ltd**

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