

## **GreenCity Terms and Conditions \***

Please read these carefully as **placing an order is deemed as acceptance of our terms** and GreenCity reserve the right to decline orders which do not fulfill them. No other terms or conditions may be imposed or form part of the contract.

### **Ordering**

Where possible orders should be placed by fax or email (all email orders will be confirmed by return, if no reply received please contact us). This format reduces the potential for errors and helps us process orders more efficiently. Alternatively sales staff are available to take your order 9am - 1pm & 1.45pm – 5pm Monday to Friday (Friday until 4pm).

**Orders must be placed by 12 noon of the day before delivery.** Monday deliveries require to be placed by 12 noon Friday.

When placing an order please supply **Customer Code, Product Codes & Quantities.**

Please note it is important that customers provide the above information to ensure that all orders are processed accurately – omission of the above when ordering may lead to rejection of credit claims.

### **Minimum order is £200 (£100 for Glasgow City/ Edinburgh City).**

*(Glasgow City – Please contact sales / Edinburgh City – area within A720 Edinburgh bypass)*

All deliveries are subject to GreenCity's minimum order. Areas outwith our normal delivery routes will require a higher minimum order (£200 - £500) – we will inform you of this when you first contact us. All quoted minimums are exclusive of VAT.

We will endeavour to supply customers with all stock ordered from us however we cannot guarantee that all items will be in stock for every order. Items that are out of stock will be communicated to the customer prior to delivery and substitutes offered where possible. We are unable to deliver out of stock items as a follow on at a later date. If required we would ask customers to re-order out of stock products as part of their next order.

**Special orders** for products which we do not hold in stock can be placed if required. Once an order has been placed it cannot be cancelled and customers are required to take delivery of the goods. Special orders cannot be returned. Please be aware such orders can take between 1– 6 weeks from ordering to being in stock, and for delivery must be part of an order which complies with our terms & conditions. As we are reliant on other suppliers for such goods we unfortunately cannot guarantee that we will always be able to satisfy a particular requirement.

**Additions** to orders can be placed up to 2.30pm the day prior to delivery. Please note additions to orders which require to be boxed up for carriers must be received by 12 noon. Unfortunately we may not be able to process heavy additions if this is likely to risk damage to goods already built onto pallets or vehicles have reached their maximum loads.

**Customer specific product lists** are available to all customers. These include the product codes and descriptions for all products that have been ordered in the past 3 months.

**Online ordering** is available to all customers, just email [lorna@greencity.co.uk](mailto:lorna@greencity.co.uk) including as the subject your customer code and the wording "online ordering request". Please note actual orders should only be sent to [sales@greencity.co.uk](mailto:sales@greencity.co.uk).

**Split cases** are available where cost of an item is more than £25 or there are more than 20 units in a case. Please note that we are unable to split some products due to the nature of the packaging. There is a 5% handling charge for split cases since order picking becomes more time consuming.

**Prices** are correct at the time of going to print, but are subject to change without prior notice. Please contact sales for up to date information.

**Collections** - Please place order at least 24 hours prior to collection. Minimum order £10.

### **Deliveries**

All deliveries are made by our own GreenCity vehicles. Where customers are outwith our delivery areas we can deliver to a nominated carrier within our delivery areas. Delivery of such goods from this point onwards is by contract between the carrier and customer.

**Deliveries are made throughout the day from 7am - 5.30pm.** We are unable to accommodate any restrictions within this period. Specific delivery times or guaranteed delivery at the same time every week cannot be provided. It is the

customers responsibility when placing an order to inform GreenCity if opening hours do not coincide with our delivery times.

**Deliveries are made to the first point of access to the premises – delivery any further than this is at the drivers discretion.**

Where GreenCity are unable to complete a delivery due to premises not being open/accessible at the required time there will be a charge of 10% of the order value for goods being returned to our warehouse.

**Delivery areas and days** – please see details on page vii of the catalogue.

### **Payment**

Unless otherwise agreed, payment is strictly cash on delivery or by bank transfer – i.e. electronic banking, phone banking or BACS – our bank details are Account name: SWCW Ltd. sort code 60-30-21 acc no 51268299 – **please use your customer code as a reference.** Payment should not be withheld while awaiting credit notes, all invoices should be paid when due. Credit notes issued can be redeemed against subsequent invoices. We understand and will exercise our statutory right to claim interest and compensation for debt recovery under the late payment legislation if we are not paid according to our payment terms. Regular customers may apply for a credit account subject to satisfactory references. Please note we do not have the facilities to accept credit/debit card payments.

The title to goods does not pass to the customer until payment has been received in full by GreenCity.

Cheques returned due to insufficient funds will be subject to a £10 charge.

### **Discounts**

Discounts for orders paid on delivery are as follows-

Over £250	2%
Over £500	3%
Over £1000	4%
Over £2000	5%

For collections there is a 2% discount available for orders over £200. Collections over £500 may be eligible for further discount, please contact our accounts department to discuss this.

### **Returns and Credits**

Please check invoices carefully, as customers are required to sign for their goods, and this signature acknowledges receipt of all items in good order unless otherwise specified.

GreenCity drivers will record credit claims at the time for that delivery only. Returns & credit claims after this must be made to our sales team within 2 days of delivery. **A GreenCity returns form must be completed by the customer** (available from our driver or by contacting our office). All returns and credit claims must be identified by an invoice number. A 10% handling charge will be made on items returned if they have been incorrectly ordered by the customer.

Goods should be returned within 7 days. Goods returned out with this time or that have been removed from their original packaging, been re-packed or on which the packaging has been written on or damaged may not be refunded or may be refunded at a reduced rate.

### **Errors & Omissions**

In the event that an item has been incorrectly despatched or omitted from an order, GreenCity will issue a credit where appropriate, our sales team must be notified within 2 days of delivery. Follow on deliveries that do not meet with our full Terms & Conditions are not possible.

*\*Food Co-op terms and conditions available on request*

*For retailers of Tots Bots please note there is one exclusive EBay seller of Tots Bots products. Therefore no Tots Bots products can be sold on EBay. This however does not affect the second hand market.*