

First 4 Office Supplies

TERMS & CONDITIONS

First 4 Office Supplies

First 4 Service First 4 Value
First 4 Quality First 4 Delivery

- ❖ **PAYMENT**
Strictly by end of month following the month of purchase. Credit limits will be reviewed if payment terms are not adhered to.
- * **FAXED ORDERS**
Orders can be faxed at any time, 4.30pm cut off, for same day dispatch.
- * **CANCELLATION OF ORDERS**
Orders can only be cancelled **by fax**. Once orders are picked and packed they cannot be cancelled and customers are responsible for returning goods. **Handling charges will apply.**
- ❖ **OPENING AN ACCOUNT**
A credit application form will be faxed to you on request. It may take up to 48 hours to check references and for an account to be opened. If required, goods will be sent out on a cash with order basis until account is set up
- * **CREDIT LIMITS**
These will be judged on the amount of business done and on reports from our credit protection company.
- ❖ **SHORTAGES**
These must be reported by **fax within 48 hours of receipt of order.**
- ❖ **PROOF OF DELIVERY**
First 4 Office Supplies can retrieve from the Internet, date, time and name of signatory. If necessary First 4 Office Supplies can fax these details with no charge. If a scanned copy of the signature is required a charge of £3.00 will be made per copy. No P.O.D. can be provided after 90 days from date of invoice.
- ❖ **RETURN OF GOODS**
 - 1 Goods returned for whatever reason must be accompanied by a **Goods Returns Number** and an **Invoice Number**. A Goods Returns Number can be obtained by telephoning 0845 345 4948. If goods are returned to First 4 Office Supplies for whatever reason, without a Returns Number and an Invoice Number, they will not be accepted and customers will be responsible for collecting them. Please note that being given a returns number does not in itself guarantee credit or replacement.
 - 2 **Return of goods no longer required or ordered in error.**
If you return goods to First 4 Office Supplies **within 30 days of purchase** your account will be credited with the purchase price less a **20%** handling charge. Please note, any returned goods must be in a marketable condition. **NB Items must be returned in their original packaging and not be defaced in any way by sticky labels or writing.**
 - 3 **Return of faulty goods.**
If it is clearly determined that goods are faulty, a full credit will be given. Merely saying the item is faulty is not sufficient. It must be stated clearly in what way it is faulty. Depending on the cost and complexity of the item a sample of print and/or an engineers report will be requested. Receiving a Goods Returns Number does not guarantee a credit. If the manufacturers determine that an item is not faulty then no credit will be given.
- ❖ **NON-STOCK ITEMS**
First 4 Office Supplies will only order non-stock items after receiving faxed confirmation of the customers order. **Once ordered such items cannot be cancelled or returned for credit.**
- ❖ **PRICES**
First 4 Office Supplies reserve the right to alter prices at any time without prior notification. Prices will be confirmed when you place your order. (NB. All prices are exclusive of VAT.)
- ❖ **EQUITABLE AND BENEFICIAL OWNERSHIP**
Equitable and beneficial ownership of any goods supplied will remain the property of First 4 Office Supplies until such time as payment is made in full by the purchaser on delivery of the goods.
- ❖ **CARRIAGE**
Carriage – Standard Next Day Delivery £5.00 - Post Code exceptions may apply, please refer to our web site www.first4office.co.uk for further information on our Carriage Charges.

First 4 Office Supplies (Scotland) Ltd. 15 Cloberfield, Milngavie, Glasgow, G62 7LN
Telephone 0845 345 4948 – Fax 0141 956 1529
Email – sales@first4office.co.uk

