



## Flooring Supplies Anglia Ltd.

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## TERMS AND CONDITIONS

### Invoices and Statements

- As standard our invoices will be emailed daily and statements monthly to the allocated email address unless requested otherwise.

### Account Customer Credit Limit

- If you exceed your credit limit you may be asked for payment on future orders until your account is below your credit limit.

### Account Customer Payment

- Payment is due on or before the 20<sup>th</sup> day of the month following the month of invoice.
- Account Payment can be made by BACS, Debit or Credit Card and Cheque. (Credit Card payments subject to 2.5% surcharge)
- Credit facilities may be withdrawn for any account unpaid after one month.
- An interest charge of 5% per month will be added to all Overdue Accounts exceeding 2 months (a part of a month being treated as a full month for the purpose of calculating interest).

### Non-Account Customer Payment

- Payment is due at point of order by Debit or Credit Card. (Credit Card payments subject to 2.5% surcharge)

### Account Closure

The company reserves the right to close any account without notice if:-

- The account turnover is less than £500 average per month
- The Account holder fails to pay within our terms
- There has been no transactions on the account for a minimum of 12 months

### Credit & Debit Cards

- Debit card transactions are free of charge, Credit Card payments are subject to a 3% surcharge

### Delivery Charges

- Orders exceeding £50 in value before VAT - delivery free.
- Orders less than £50 in value before VAT - a delivery charge subject to area will be added.  
(Please Note:- The £50 minimum excludes any carriage/small order charges from manufacturers)

### Delivery

- No responsibility can be accepted by the Company for any delays in advised delivery dates.
- We provide a kerbside delivery service only, it is at our drivers discretion if he wishes to give you further assistance.

### Loss or Damage

- Claims must be made within three days, as the Company cannot accept claims after this period.
- No responsibility can be accepted by the Company for goods left on site or outside our warehouse after closing at the customers request.

### Trade Prices

- Prices are subject to alteration without notice and all goods will be charged at price ruling at date of delivery.

### Project Prices

- It is the account holders responsibility to confirm All Project Prices at point of ordering, failure to do so could result in losing discount on the project.

### V.A.T.

- All prices are subject to Value Added Tax at the current rate.

### Minimum Invoice Charge

- We request customers to pay by debit card or cash for individual orders of less than £10. However should you prefer these small items to be charged through your account, a minimum invoice charge of £10 plus V.A.T will be made.

### Materials

- No responsibility can be accepted for work carried out with any materials supplied, as the Company has no control over the method of use or conditions involved.
- Materials can only be returned for credit if first agreed by the Sales Office (See Returned Goods below)
- On no account can orders for cut lengths be cancelled after the material has been cut.

### Vinyl's

- We are unable to guarantee colour match on Print and cushioned Vinyl's of different widths.

### Product Complaints

- The Company cannot accept any claims for uplifting or refitting charges in respect of goods replaced under complaint.

### Returned Goods

- Any items that we permit to be returned for credit will be subject to a handling charge of 15% with a minimum charge of £15 + VAT.
- Non stock items will be subject to manufacturers Terms & Conditions.
- All returned items must be agreed by the Sales Office within 7 working days of purchase and accompanied with Proof of Purchase i.e. Delivery Note or Invoice.  
(Please Note:- Under NO circumstances will the Company accept any Adhesives, Screeds, Special Orders, Perishable or Damaged Goods in return for credit)

ALL THE MATERIALS SUPPLIED BY THE COMPANY REMAINS ITS PROPERTY INCLUDING ALL GOODS WHICH MAY BE PASSED ON TO A THIRD PARTY FOR SALE OR USE WITH OTHER GOODS DURING THE NORMAL COURSE OF THEIR BUSINESS AND UNTIL FULLY PAID FOR MAY BE REMOVED BY THE COMPANY OR ITS AGENTS AT ANY TIME. RESPONSIBILITY FOR THE SAFE STORAGE OF GOODS PASSES TO THE CUSTOMER AT THE TIME OF DELIVERY.

PLACING AN ORDER WITH THE COMPANY IS AN ACCEPTANCE OF THE TERMS AND CONDITIONS AS STATED.