

Questions from retailers: buying from Traidcraft

Questions about pricing, delivery, special offers and resources.

What discount can I expect as a trade customer?

We offer retailers between 20-30% discounts on our mail order catalogue prices. Discounts vary from product to product, and preferential pricelists are available for higher-spending customers. [Click here to download the current retail bronze pricelist](#) or [fill in our online enquiry form](#) to request a retail information pack in the post.

[More »](#)

What are the delivery charges?

We charge £4.99 per order for carriage. However, delivery is free on all first orders and on any future orders over £50 (at trade price ex-VAT).

[More »](#)

Do you deliver overseas?

We are always delighted to hear from overseas customers. While we can often deliver direct, delivery charges and terms and conditions vary greatly from country to country so please contact us for a chat if you're based overseas and interested in selling our products in a shop/similar premises. Email emmaj@traidcraft.co.uk or call +44 191 4976417.

[More »](#)

How long will it take to receive my order?

Delivery will normally be within 4-5 working days, although this can vary according to the time of year. If you require urgent delivery this is normally possible, although you will be charged the surplus cost of delivery.

[More »](#)

Do prices include VAT?

Trade prices do not include VAT.

[More »](#)

What are the terms and conditions?

[Full terms and conditions can be downloaded here.](#)

The main terms and conditions of the retail account are also outlined on our [Open an Account web page](#) and a list of terms and conditions are included when you [request our introduction pack in the post](#).

[More »](#)

Can I get product images?

Product images and Traidcraft logos are available in electronic format to trade customers, should you require them.

[More »](#)

Where can I get advice about which products are the best sellers?

We are more than happy to provide best sellers lists or provide tailored information to retailers about our best selling products. As our range changes every season, best seller lists are only available on demand. If you would like tailored advice about which products to buy, [contact us or fill in our online enquiry form](#).

[More »](#)

How do I apply for a retailer account?

To open a retail account with us you need to fill in a short application form and attach you first order to it. You can either [apply online](#) or request an introduction pack in the post from [by filling in our online enquiry form](#).

[More »](#)

Do you still have products available from previous seasons?

Stock of craft products that has not sold out by the time a new catalogue range is launched generally remains available for some time afterwards.

[More »](#)

How do I order a catalogue / pricelist?

[Click here to download the current retail bronze pricelist.](#)

If you would like an application pack in the post (which contains a catalogue and trade pricelist) please [fill in our online enquiry form](#). You can also view our full range of products on our [web store](#).

[More »](#)

Can I order through Traidcraft's web shop?

Yes , but not until your account is set up. Your first order must be submitted at the same time as your application form, through this website rather than through the web shop, but once we have set up a retail account for you, we will send instructions for shopping through the webshop. [Click here to open an account and place your first order online](#).

[More »](#)

Why are some promotions only advertised on the webstore or via email?

Where possible we will try to notify you of all offers by post, as we are aware that not all of our customers are *au fait* with using the internet.

[More »](#)