

## Frequently asked questions

Answers to our most common Traidcraft wholesale queries.

What is fair trade?

Fair trade sets out to:

- create opportunities for poor producers
- ensure trading practices are fair, both in terms of payment and prices
- ensure that children are not being exploited
- ensure there is no discrimination
- ensure working conditions are safe.

Find out more by [reading our FAQs](#) or visiting [the Fairtrade Foundation website](#).

What are Traidcraft wholesale accounts trading terms?

- Credit facilities are offered (subject to reference) to wholesale accounts.
- All goods remain the property of Traidcraft until paid for in full.
- Responsibility for storage, handling and insurance of goods *passes* to the purchaser upon delivery.

[Please read our terms and conditions for full details.](#)

Is there a minimum order quantity?

To apply for a Traidcraft food wholesale account you must take at least a mixed layer pallet per order. If this is too high you may consider a [Retail account](#).

To apply for a Traidcraft non-food wholesale account please contact us regarding minimum order quantities or your requirement to purchase bespoke product.

If you would like to buy from our current catalogue on a stock replenishment basis for your business, you may wish to consider a [Retail account](#).

How do I buy a bespoke product?

We can offer non-food bespoke products to our wholesale customers. Our experienced product development team can design and source ranges for your business or work with your designers to offer high quantity fair trade products.

To find out more, please [contact us](#).

What credit facilities do you offer?

- Credit customers will be given an appropriate credit limit on opening an account.
- All orders must be paid for within 30 days of invoice date.
- Exceeding your credit limit or payment terms without prior agreement may result in your credit limit being reduced and delays to subsequent orders. Traidcraft reserve the right to impose a monthly 2% interest charge on any invoices outstanding for longer than the agreed credit period.

How can I pay for products?

Settlement of invoice can be done in three ways:

- Cheque – Please write the invoice number, account name and number on the back of the cheque. All cheques should be made payable to Traidcraft plc.
- Credit card – Details to be taken at the time of placing an order.
- BACS

What is the price of products?

The price of products depends on the quantity. To find out more, [contact us](#).

What is the lead-time from ordering to delivery?

Three days inside the UK is the usual lead-time on products within our current range, but you can pay extra for next day delivery.

International lead times vary. To find out more, [contact us](#).

Do you deliver outside of the UK?

Yes, but delivery is not included.

What if my goods are damaged?

Any claims for damage or short deliveries must be made in writing to Traidcraft's Customer Services Department by the purchaser within 7 days of delivery. Traidcraft will not be liable for any claim made outside this period.

What if my goods do not arrive?

In case of non-delivery, claims must be made within 7 days of receipt of invoice. Traidcraft will not be liable for any claim made outside this period.

Can I use the Traidcraft name and logo?

The name 'Traidcraft', together with its associated logotype and logo sign (as shown at the head of terms and conditions) is the property of Traidcraft plc and Traidcraft Exchange, and should not be used without prior written agreement.

If you would like to use our name or logo, please [contact us](#).