

Trade Account

Terms and Conditions March 2019

Trading Terms

- Credit facilities are offered subject to credit checks and references. However, Traidcraft expect that account's first order will be on a pro-forma basis.
- 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.
- Traidcraft reserve the right to reduce or withdraw credit facilities without prior notice.

Credit Facilities

- 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 from the tax point on the invoice, which is the date your order leaves Traidcraft.
- 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.

Ordering & Delivery

- A wholesale pricelist is available for all retail account holders. Prices shown are ex. VAT.
- Any claims for damage or short deliveries must be made in writing to Traidcraft's Customer Services Department [details below] by the purchaser within 7 days of delivery. Traidcraft will not be liable for any claim made outside this period.
- 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.
- Any refund claims or queries with Traidcraft products sold by the retailer and returned by the end consumer must be raised with Traidcraft via the retailer only.

Discount Structures

Grocery	Discount	Craft	Discount
Traidcraft brands	35%	Traidcraft brands	50%
Non – Traidcraft brands	25%	Non – Traidcraft brands	25%

- All new accounts (credit & proforma) will automatically receive wholesale discount (above).
- At the end of each year a review will be conducted. Any account with total orders of under £1,200 will no longer be considered a wholesale account and may be placed into a more appropriate type of account. Notification of any changes will be made in writing with 30 days notice.

- Traidcraft reserves the right to make changes to the discount offered. Any changes will be made in writing with 30 days notice.

Delivery Charges

- Orders for less than £150 at wholesale prices (ex. VAT) carriage will be charged at £12.50 (ex. VAT). This will be added to the order invoice.
- All orders valued at £150 at wholesale price or more (ex. VAT) will be delivered free of charge.
- Express and next day deliveries will be charged at an additional £6.25 (ex. VAT) per order (Free on all orders over £350).
- Freight costs will be added to ALL overseas orders (including to the Channel Islands and Eire).

Methods of Invoice Payment

1. **BACS:** Bank: HSBC, 110 Grey Street, Newcastle, Tyne & Wear. NE1 6JG

Account Name: Traidcraft PLC **Sort Code:** 40 34 21 **Account number:** 712 711 64
IBAN Number: GB91MIDL40342171271164 **SWIFT:** MIDLGB22 **BIC code:** MIDLGB2166G

2. **DEBIT or CREDIT CARD:** Either online or contact the Customer Services Team.

3. **CHEQUE:** Cheques should be made payable to Traidcraft PLC. Please write account name and number, and the number of the invoice(s) you are paying on the back of the cheque.

Use of the Traidcraft Name and Logo

The name 'Traidcraft', together with its associated logotype and logo sign is the property of Traidcraft Plc and Traidcraft Exchange, and should not be used without prior written agreement.

Customer Services Department contact details are:

Address: Customer Services Team, Traidcraft, Kingsway, Gateshead. Tyne & Wear. NE11 0NE

Tel: 0191 4910 855

Fax: 0191 4976561

E-mail: sales@traidcraft.co.uk