ALTERATIONS TO STATIONERY BROCHURE

After a long discussion with our sales team, I have decided to make several alterations to the terms and conditions set out in our stationery brochure.

There is one particular passage within our terms and conditions which seems to be unclear to most of our customers and I feel that this term must be re-worded to avoid further disruption between our customers and delivery company.

Stock

If we do not have all ordered goods in stock and the order is placed before 2pm, we will deliver what goods we have in stock, the remainder will be forwarded as soon as it arrives at our warehouse.

Damaged stock delivered must be reported to us immediately. We cannot accept responsibility after 48 hours.

Delivery

We will endeavour to achieve next day delivery only if orders are received over the telephone before 2pm Monday to Thursday. If the order is received 2pm on a Friday then delivery can only be met the following Monday so long as the date is a not a Bank Holiday.

Orders received after 2pm will be delivered within 48 hours. No specific tie can be given priority will be given to others orders prior to 2pm.

No orders should have to wait more than a week if stock is available. If the full order ahs not been delivered within 7 working days, a discount of 10% of the overall order will be given.

If there are any queries with these new conditions please contact Miss Blackthorn who is now dealing directly with our catalogues. We are having new catalogues produced at the moment and we will mailshot these to all our customers immediately.

If you require new brochures for your customer list, please speak to Miss Blackthorn as soon as possible as we want to start the printing of the second set of catalogues as quickly as is feasible.