



SCOTTISH LANDSCAPES

WHOLESALE TERMS & CONDITIONS UPDATED SEPT 2020

DELIVERY

Carriage paid for UK delivery is £400+VAT. Offshore surcharges may still apply.

Offshore locations (except the Isle of Skye) are subject to a £10 offshore surcharge

Standard shipping is £5 for orders weighing <2kg (Royal Mail) and £10 for orders weighing >2kg or bulky orders (Parcelforce 24 or equivalent). Tracking info will be forwarded.

A shipping quote for international orders can be provided on request.

Standard lead time is 1-2 weeks from ordering. We make most items to order so amending or adding to your order or including items not in the trade range will increase this lead time.

PAYMENT, CREDIT and ARREARS

First orders are Pro Forma unless previously agreed. Following mutual agreement, 30 days credit from date of shipping may apply to subsequent orders.

All international orders are Pro Forma and should be paid via bank transfer or paypal.

For UK orders, BACS payment preferred, account details are on invoices

Cheque payments should be sent in time to clear by the invoice due date

UK Card payments can be taken over the phone but are subject to a 3% admin fee.

Reminders and copies of invoices will be sent by email if an invoice becomes overdue. **Failure to make timely payments of invoices will result in withdrawal of credit. Accounts with overdue payments may be charged a late fee** (£40 for invoices up to £1000 and £70 for invoices over £1000) plus statutory interest (8% plus BOE base rate /365) per day overdue.

Cath Waters LTD is VAT registered in the UK (224 1732 39) and all trade prices for UK buyers are exclusive of VAT @20%

ORDERS

In order that buyers can display our products to maximum effect, a **minimum order of £200+VAT** is applicable unless by prior agreement.

Our trade range is selected to allow trade buyers access to Cath's best-selling artworks and is updated regularly.

Ordering on-line is preferred and most efficient. Register for a trade account at www.cathwaters.scot and use our fast trade order form. Alternatively, orders can be placed by email to sales@cathwaters.scot .

DAMAGES, RETURNS AND MISSING ITEMS

On rare occasions you may receive a damaged or faulty product. Please notify us within 7 days and return the product (or send a photo) and we will replace or issue you a credit note right away. If an item is missed from your delivery let us know within 7 days and we will credit you or send on missing item.

We do not accept returns or swaps of unsold items.

BACKORDERS

Our inventory system should keep most products in stock but occasionally items may be out of stock and available on backorder. Items will show in your cart as backordered if out of stock so please make sure you check before completing your order. We are unable to split invoices for partial deliveries. If an item is out of stock for more than a week or two we may offer credit notes for outstanding items.

EXCLUSIVITY ARRANGEMENTS

It doesn't benefit us, retailers or end customers to have several outlets near each other stocking the same products and we try and avoid this. We can offer exclusivity to shops within a specified area on a case by case basis, usually by postcode. **Exclusivity arrangements will be dependent on a quarterly minimum order commitment of £1000+VAT** with allowances made for seasonal trading. We are not required to give notice or a reason if we wish to stop supplying your outlet.

ON LINE RETAIL

Retailers with physical shops are welcome to sell our products through a website associated directly with their shop. We expect that product images, if not provided by us, are professional quality. **We do not accept orders from on-line only retailers or retailers that wish to sell via websites that do not represent their physical retail outlets.** Please **do not copy text or descriptions from our website** as this has implications for both our and your google search ranking. It is far better for SEO to have original text on your website.

BUYING FOR MULTIPLE LOCATIONS /POP UP SHOPS

Buyers must **disclose, before ordering, all retail outlets** in which they intend to stock our products so not to infringe on any existing exclusivity arrangements. We do not accept orders from traders wishing to sell our products at **craft fairs, pop up shops or markets.**

MODIFYING PRODUCTS FOR RESALE

We will not supply buyers who intend to modify products for resale, for example, framing cards, splitting up card sets for individual sale, repackaging, re-branding or re-labelling.