

# **TERMS & CONDITIONS - FOR DROP SHIPPING ACCOUNTS**

## **DELIVERIES TO UK & NI ADDRESSES**

Sent via Royal Mail (First Class Post)

### **ROYAL MAIL TERMS & CONDITIONS**

- All items sent via post are subject to the Terms & Conditions of Royal Mail.
- Royal Mail aim to deliver most First Class mail by the next working day (including Saturdays), although they cannot guarantee delivery times.
- Royal Mail do not consider an item of post lost until 15 working days (from the due date of delivery) have elapsed. They also allow 15 days for items to be returned to the sender if there are any delivery problems.

### **THE SALES OFFICE TERMS & CONDITIONS**

- The Sales Office do not accept any responsibility for delays/lost items by Royal Mail, but we do commit to ensure the matter is resolved for all of our customers.
- Whilst we always aim to despatch your item as quickly and safely as possible, unfortunately some items can go astray.
- As mentioned above, we can not make any a claim for delayed or lost deliveries until 15 working days from posting and we would not consider an item as lost until this time has elapsed.
- We will then however proceed and assist with any claims we can.

## **DELIVERIES TO UK & NI ADDRESSES (Recorded Delivery)**

Sent via Royal Mail (Recorded Delivery)

- This service is currently unavailable.
- This service will be available when we are able to offer our customers a satisfactory and reasonable priced tracking service.

## **DELIVERIES TO EUROPEAN AND WORLDWIDE ADDRESSES**

- This service is currently unavailable.
- This service will return when we are able to offer our customers a satisfactory and reasonable priced tracking service.
- We can however deliver goods to your UK address for you to forward to your customer.

## **POSTAL FRAUD – PLEASE READ**

By claiming an item has not been received when in fact it has is considered to be Postal Fraud. We will claim any loss directly from the Royal Mail. In filing a claim we will advise Royal Mail fully of the transaction details, this is to ensure they can identify any failings in their system and add your address to their database.

If further mail goes astray, the Royal Mail can blacklist that address. Furthermore, if an address is under suspicion, the Royal Mail along with local authorities can launch an investigation and you will be subject to both postal fraud and theft.

This applies also to mail sent overseas, Postal Services in other countries share information on suspected fraudulent claims and treat postal fraud seriously.

**WE WOULD RECOMMEND THAT YOU PASS THIS INFORMATION ONTO YOUR CUSTOMERS**

<b><u>PRODUCTS</u></b>	<b><u>UK</u></b>	<b><u>EUROPE</u></b>	<b><u>REST OF WORLD</u></b>
<b>1 UNIT</b>	<b>£2.00</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>2 UNIT</b>	<b>£3.50</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>3 UNIT</b>	<b>£4.50</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>4 UNIT</b>	<b>£5.00</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>5 UNIT</b>	<b>£5.50</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>6 UNIT</b>	<b>£7.00</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>7 UNIT</b>	<b>£7.50</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>8 UNIT</b>	<b>£8.00</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>9 UNIT</b>	<b>£9.50</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>10 UNIT</b>	<b>£10.00</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>
<b>11+ UNITS</b>	<b>£15.00</b>	<b>NOT AVAILABLE</b>	<b>NOT AVAILABLE</b>

\*A Unit is 1 CD or 1 DVD (i.e. A 3CD Pack would be 3 Units)

**All the prices shown above include the following:**

Picking & Packing of products  
Despatched in a 'jiffy bag' (or equivalent)

Despatched within 48hrs of receipt of order (Subject to stock availability)

Despatched 1st Class Post via Royal Mail or DHL Next Day UK Delivery with 11 or more products

These prices are for delivery to one address only.

All prices exclude VAT.