



SUPPLIES HOUSE

GREEN CLEANING PRODUCTS
WITH A SPARKLING PERSONALITY

Terms & Conditions

Account Terms

30 days from Invoice Date.

Orders, Prices & Invoices

Prices quoted are subject to amendment without notice. Goods are charged at the prices ruling on the date of despatch. VAT is charged in addition on all items at the current rate. All goods subject to availability. We reserve the right to refuse to accept any order. Errors & Omissions excepted

Carriage

The company reserves the right to negotiate carriage charges for any order to a total value less than £500 (excluding VAT) or to be delivered in emergency circumstances.

Retention of Title

All products are at the risk of the Purchaser from the time they are delivered. Title to the goods shall remain with The Supplies House Limited or Shout Supplies Limited ("The Company") and only passes to the Purchaser when full payment for the goods has been received together with full payment of all other amounts owed by the buyer to the Company in respect of any other contracts for the sale of goods. Such payment shall become due immediately upon the commencement of any act or proceeding in which the buyer's solvency is involved. If payment is overdue in whole or in part the Company may (without prejudice to any of its other rights) recover or resell the goods or any of them and may enter upon the buyer's premises by its servants or agents for that purpose. Until the Company is paid in full all monies outstanding the relationship of the buyer to the Company shall be fiduciary in respect of the goods or other goods in which they are incorporated or used and if the same are sold by the buyer the Company shall have the right to trace the proceeds thereof.

Non Delivery

Claims for non delivery must be made in writing to The Company within 5 days of date of despatch shown on invoice.

Damage or Short Delivery

Damage/shortages must be noted on Carriers Delivery Sheet or Drivers Electronic Delivery Device or Paper Delivery Note immediately and notice in writing given to The Company within 2 days of receipt of goods.



The Supplies House Ltd
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Company No. 01889752 /VAT number: 524 8516 41/Registered in England

Returns Policy

What happens if you want to cancel an order?

Please inform us immediately by phone on 0844 5614 951. We offer a very prompt delivery service so, in most cases your order will already be in the warehouse. This means that unfortunately it is not always possible to cancel your order. We suggest that you do not accept the goods on delivery, but return them with the driver straight away.

If delivery has already been accepted, please contact us at sales@supplieshouse.com. We will then arrange for the goods to be collected.

Goods return

You may request return of unwanted items within 5 days of delivery.

Just call our Customer Services Team on 08445 614 951 or email sales@suppliehouse.com to arrange collection.

The goods must be unused, complete, in a resalable condition and in their original and unmarked packaging (not resealed with tape). Once the goods have been received back into our warehouse and their condition checked, you will receive a full credit for these items. We reserve the right to charge a minimum restocking fee of £15 or 20% for special order items. Certain goods are excluded from our standard returns policy such as food and drink items (which cannot be returned due to Health and Safety Regulations) and special order items and some machinery unless damaged or faulty. If goods are returned in an unsuitable resalable condition we will contact you to discuss retuning the goods to you at your cost.

All credits exclude original delivery charges, if applicable.

Specification

Specification of items is subject to alteration without notice.

Jurisdiction and Law.

These Conditions and any act or contract to which they apply shall be governed by English Law and any dispute arising out of any act or contract to which these conditions apply shall be subject to the exclusive jurisdiction of the English Courts.