



## Terms & Conditions

*Vintage Stoneware reserves the right to amend its Terms & Conditions without notice to buyers and such changes will take effect on the date of posting.*

Vintage Stoneware is a garden stoneware wholesaler and potential buyers must complete the Trade Account Application which can be found at [www.vintagestoneware.co.uk](http://www.vintagestoneware.co.uk). Vintage Stoneware reserves the right to cancel trade accounts without notice to buyers and the right to reject any application.

The minimum order quantity (MOQ) is 1 unit. The minimum order value is GBP 500 plus VAT.

The minimum order value for free delivery within England and Wales (excl. certain postcodes) is GBP 500 plus VAT.

The minimum order value for free delivery within Scotland for the following postcodes is GBP 600 plus VAT: DG, EH, G, KA 1-26, 29+, ML, PA 1-19, TD.

The minimum order value for free delivery within Scotland for the following postcodes is GBP 650 plus VAT: DD, FK, KY, PH, AB, KW 1-14.

Buyers in all other locations are advised to obtain a quotation from Vintage Stoneware before ordering.

It is the responsibility of the buyer to ensure that they can accept delivery of pallets. While Vintage Stoneware will advise a date of delivery, it cannot advise a time.

It is the responsibility of the buyer to ensure that the Delivery Note sent with the goods corresponds with the number of goods received. The buyer must check the goods upon delivery as Vintage Stoneware will not consider any discrepancies in the order longer than 24 hours after delivery.

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Buyers are advised to unpack pallets from the top. All goods are packed to ensure that they are not damaged in transit. If upon unpacking, where all reasonable care has been taken by the buyer, the goods are found to be damaged, the buyer must provide Vintage Stoneware with a photograph of the damaged item(s) within 24 hours of delivery. Photographs of damaged goods should be sent to [info@vintagestoneware.co.uk](mailto:info@vintagestoneware.co.uk).

Buyers must photograph any visible signs of damage to the packaging/pallet before unpacking as this may be used by Vintage Stoneware in pursuing a claim against third party shipping companies. Vintage Stoneware accepts no liability for damage to goods which occurs during secondary handling, i.e. once removed from the pallet or delivery vehicle.

Buyers paying on a pro forma basis will receive a credit note for damaged goods against their next order. Once a Delivery Note has been provided by a Vintage Stoneware driver and signed by the buyer, Vintage Stoneware will not accept any discrepancies or damages in the order as grounds for a credit note.

The order time is between 2 – 4 weeks (after payment has been received by Vintage Stoneware).

If the buyer has customer orders (COs), Vintage Stoneware will endeavour to supply the required goods. Buyers must advise Vintage Stoneware of any COs in the Notes Section of their order.

Vintage Stoneware advises buyers not to take deposits on COs as they cannot guarantee that the buyer will receive all goods as moulds are occasionally retired due to wear, damages or replacements being produced.

All new accounts, and those outside of the UK, are opened on a pro forma basis. Once payment has been received by Vintage Stoneware, orders will be processed and dispatched.

Once trading history with UK buyers has been established, Vintage Stoneware may be able to offer credit.

All goods remain the property of Vintage Stoneware until paid for in full by the buyer.

As goods are handmade and coloured, the buyer may find some variation in the colour and finish. Vintage Stoneware will not consider such variation as grounds for a credit note or rejection of goods.