



## TRADE PRICE LIST 2017

### TERMS OF BUSINESS:

#### Validity and Currency

- This price list replaces all previous versions and is valid from 1<sup>st</sup> February 2017.
- All prices are in Pounds Sterling (£/GBP).
- Classic Canes reserves the right to adjust prices during the year if necessary. Customers will be informed of any applicable price alterations at the time of placing their order.

#### Packing and Delivery

- The minimum order value for existing account holders is £100, excluding subsidised display equipment.

##### UK mainland customers:

- Packing and delivery is free within the UK mainland on orders over £325.00, excluding subsidised display equipment. Carriage will be charged at a subsidised rate of £9.50 on orders under £325.00.
- Surcharges may apply to delivery addresses in the Scottish Highlands and other remote areas.

##### Export customers (including Northern Ireland, Eire, the Isle of Man and the Channel Islands):

- Freight will be charged at cost for export orders, using the most competitive quotation obtained on the day of packing.
- Classic Canes does not despatch directly to members of the public on behalf of its customers ('drop shipping').

#### Terms of Payment

- New customers are required to make payment before goods are despatched.
- UK customers placing subsequent orders are allowed 30 days' credit at the discretion of the Partners.
- Export customers are required to make payment before goods are despatched.
- A 2.5% prompt payment discount is allowed for payment received within 10 days of the invoice date.
- Payment in Euros (€/EUR) or United States Dollars (\$/USD) is accepted by prior arrangement. The prevailing exchange rate on the date the order is packed will be used. Please advise us at the time of placing your order if you wish to pay in either of these currencies.
- Payment by Visa, Mastercard, Maestro and Solo debit and credit cards is accepted for payment of invoices issued in Pounds Sterling. UK-based customers may also pay by American Express credit card.
- Customers paying by bank transfer are kindly requested to advise us of the date and value of their payment.

#### Value Added Tax (VAT)

- VAT will be charged at the current rate for all destinations within the United Kingdom.
- Customers outside the UK but within the European Union are exempt from VAT provided they supply us with their valid VAT registration number.
- Export orders outside the European Union are exempt from VAT, subject to proof of export.

#### Availability

- Most sticks and sundries are available ex stock and can be despatched within 10 days of receipt of order. However, some walking sticks are only made in small batches when suitable raw

materials are available. Customers will be advised if delay is anticipated.

- Customers who plan to feature our products in mail order catalogues are requested to inform us of their plans in advance. This is important so that we can advise on availability of the featured products and ensure sufficient stock will be available to meet their requirements.

#### Display Equipment

- Display equipment such as stands and merchandisers are supplied at subsidised prices and are sold on the condition that they are used for the display of Classic Canes' products only.
- Display equipment cannot be used to make up carriage paid orders or minimum orders.
- Display equipment is for retail display and must not be sold on to members of the public.

#### Incorrect or Damaged Deliveries

- Any incorrect or damaged deliveries must be brought to our attention within seven days of receipt of delivery.

#### Procedure for returning faulty or damaged goods

- Customers are requested not to return faulty or damaged goods without first contacting us. It is often possible to rectify a small issue over the telephone or by sending a spare part. Postage costs will not be refunded if goods are returned without our prior agreement.
- If it is decided that an item does need to be returned to Classic Canes for inspection, the customer will be issued with a 'Return Number' and 'Reason for Return' slip, which should be completed and enclosed with the item to be returned.
- If a manufacturing fault or damage sustained during transportation to the customer is found, a credit note or replacement item will be issued and return postage reimbursed.
- Credits or replacements will not be made for items that have been damaged on the shop floor or by a member of the public. In some instances, it may be possible to repair such items in our workshop. Please contact us to discuss costs.

#### Representation

- Classic Canes account holders agree to represent, display and promote the brand in a professional and knowledgeable manner at all times.
- Account holders' sales staff should be familiar with the sales information provided in our trade catalogue and the merchandising information provided to new customers.
- The product and lifestyle photography provided on the Classic Canes CD may be used to promote Classic Canes products only. The photography copyright remains the property of Classic Canes.
- The Classic Canes logo may only be used with our written permission.

#### Title

All goods remain the property of Classic Canes until paid for in full.

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