

## Giftwarehouse Trading Conditions (May 2010)

### PRICES AND ORDERING

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- All prices quoted on this web site are in Pounds Sterling and do not include VAT.
- Orders are accepted on the web, by telephone and by email
- All goods must be paid for in full before dispatch unless the customer has an approved wholesaler account with Giftwarehouse
- No minimum order quantity for items listed on our web sites (www.giftwarehouse.eu and www.wholesalescarvesonline.com )
- No minimum order value
- Flat rate UK delivery charge of £10.00 plus VAT, applies to all orders up to £300 ex. VAT & delivery. Orders over £300 ex. VAT & delivery are free for mainland UK (excludes Scottish Highlands & islands).
- Export orders are welcome. Variable delivery charge will apply based on location and consignment size / weight
- All items are supplied from stock unless a forward order is agreed when the order is placed
- Prices of items are not displayed on our web sites for users who do not have a trade account with us.

### SHIPPING

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- Online orders will be dispatched within 7 days of receipt (orders placed by Monday will be delivered by Friday of the same week)
- Goods are shipped by UPS 24 hr service (they are delivered on the next working day after dispatch)
- Deliveries will be attempted once, if these fail customers must collect from their nearest UPS depot

### RETURNS AND REFUNDS

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- Goods must be checked by customers within 7 days of receipt and all discrepancies, shortages or quality issues must be reported to us in writing within 7 days
- Refunds will be given when the order is shipped in the case of web orders with out of stock items
- Returns will only be accepted where goods are returned in their original condition (as supplied)
- Return shipping is payable by the customer in cases where the goods are not faulty
- Refunds on returned goods will be given after checking of goods by Giftwarehouse

### CONTACTING GIFTWAREHOUSE

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- Giftwarehouse can be contacted by:
- Email – info@giftwarehouse.eu (email is the preferred method of contact)
- Telephone – 0115 946 1173 or 07764 352726

### ACCOUNT FACILITIES

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- Account facilities are available subject to Giftwarehouse terms & conditions

### COMPANY DETAILS

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**Company No : 0 4 0 5 2 7 5 1**  
Registered in England & Wales

**VAT Number: 918 1569 06**

**Postal Address:** Units 83 & 84  
Trent Business Centre  
Canal Street  
Long Eaton  
Nottingham  
NG10 4HN