

# Cath Waters

SCOTTISH LANDSCAPES

WHOLESALE TERMS & CONDITIONS UPDATED JAN 2019

## DELIVERY

- Carriage paid for UK delivery is £400+VAT.** Offshore surcharges may still apply.
- Offshore locations (except the Isle of Skye) are subject to a £10 offshore surcharge
- Standard shipping is £5 for orders weighing <2kg (Royal Mail) and £10 for orders weighing >2kg or bulky orders (Parcelforce 24 or equivalent). Tracking info will be forwarded.
- Standard **lead time is 1-2 weeks** from ordering. We make most items to order so amending or adding to your order or including items not in the trade range will increase this lead time.

## PAYMENT, CREDIT and ARREARS

- First orders are Pro Forma unless previously agreed. Following mutual agreement, 30 days credit from date of shipping will apply to subsequent orders.
- BACS payment preferred, account details are on invoices
- Cheque payments should be sent in time to clear by the invoice due date
- Card payments can be taken over the phone but are subject to a **3% admin fee.**
- Reminders and copies of invoices will be sent by email if an invoice becomes overdue. Failure to make timely payments of invoices will result in withdrawal of credit. Accounts with overdue payments may be charged a **late fee** (£40 for invoices up to £1000 and £70 for invoices over £1000) plus statutory interest (8% plus BOE base rate /365) per day overdue.
- Cath Waters LTD is VAT registered in the UK (224 1732 39) and all trade prices are exclusive of VAT @20%

## ORDERS

- In order that buyers can display our products to maximum effect, a **minimum order of £200+VAT** is applicable unless by prior agreement.
- Our trade range is selected to allow trade buyers access to Cath's best-selling artworks and is updated regularly. Work out with the trade range will not be available in all products – please check first.
- Ordering on-line is preferred** and most efficient. Register for a trade account at [www.cathwaters.scot](http://www.cathwaters.scot) and use our fast trade order form. Alternatively, orders can be placed by email to [sales@cathwaters.scot](mailto:sales@cathwaters.scot).

Orders placed before Saturday will be usually be processed and posted the following week. Orders placed after Saturday will usually be processed and posted the week after.

## DAMAGES, RETURNS AND MISSING ITEMS

- On rare occasions you may receive a damaged or faulty product. Please notify us within 7 days and return the product (or send a photo) and we will replace or issue you a credit note right away. If an item is missed from your delivery let us know within 7 days and we will credit you or send on missing item.
- Occasionally items may be out of stock. If available again within a few days, we will keep these items on your invoice and post them as soon as they are available. If out of stock for a longer period, we will ask you if you want to remove these items from your order or if you want them to be placed on backorder. Items on backorder will not be invoiced until shipped.
- We do not accept returns or swaps of unsold items.

## EXCLUSIVITY ARRANGEMENTS

- It doesn't benefit us, retailers or end customers to have several outlets near each other stocking the same products and we try and avoid this. We can offer exclusivity to shops within a specified area on a case by case basis. **Exclusivity arrangements will be dependent on a quarterly minimum order commitment of £1000+VAT** with allowances made for seasonal trading. We are not required to give notice or a reason if we wish to stop supplying your outlet.

## ON LINE RETAIL

- Retailers with physical shops are welcome to sell our products through a website associated directly with their shop. We expect that product images, if not provided by us, are professional quality. **We do not accept orders from on-line only retailers** or retailers that wish to sell via websites that do not represent their physical retail outlets.

## BUYING FOR MULTIPLE LOCATIONS / POP UP SHOPS

Buyers must **disclose, before ordering, all retail outlets** in which they intend to stock our products so not to infringe on any existing exclusivity arrangements. We do not accept orders from traders wishing to sell our products at craft fairs, pop up shops or markets.