

Trade Terms & Conditions

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Prices

The wholesale prices listed on this site supersede all previous pricelists and are effective from February 2017 to January 2018.

All prices are quoted in Pounds Sterling and do not include VAT which will be added to UK accounts at the current rate.

Minimum Orders

We have a minimum order value of £150 net.

Carriage

UK orders with an invoice value over £400 excluding VAT will be sent free of charge.

Carriage paid orders are not available to the Scottish Highlands & Islands, Ireland or Overseas.

We are able to deliver all over the world and charge carriage based on the weight of the goods being sent, although we do have a minimum charge of £4.50.

PLEASE NOTE: The carriage price displayed at checkout is a guideline only, based on an average weight of the products ordered. There may be small differences between the estimated carriage price indicated and the actual carriage price charged, this difference will be invoiced or credited following despatch of your goods.

Terms of Payment

Our payment terms are strictly 30 net from the date of invoice.

Customers without an approved credit account will be asked to pay against Proforma invoice.

All goods remain the property of Abbeyhorn until full payment is made.

Interest

We reserve the right to charge interest at a rate of 8.5% per month on all overdue accounts.

Lead Time

All our products are handmade using traditional manufacturing methods - as a result we work on a lead-time which does vary depending upon the number of orders on our books. Please check the top of our Trade Page for the current lead-time. During peak season (September to December) and for large orders please allow longer to avoid disappointment.

We do hold a stock of many of our products so if your order is urgent please contact us and we will try to assist you.

Order Confirmation

All orders will be confirmed by e-mail, please check this carefully and notify us of any discrepancies. Should your order not have been acknowledged within two days, please check with us, as this could mean it has not been received. Your order confirmation will also indicate our anticipated despatch date and whilst we are happy to despatch part orders earlier if requested, we do reserve the right to apply carriage charges to both parts of the order.

Product Colours

All orders will be despatched with a mixture of the colours we have available at the time. Should you request product with a specific colour a 20% surcharge will be applied to your order, to cover the costs involved on a separate production run.

Custom Labelling and Packing

To cover the additional overheads involved in custom labelling and packing we have introduced a 7.5% surcharge for each service.

Shortages & Damages

On receipt of your order please check it carefully. Should anything be missing or damaged you must notify us within 14 days of receipt of the goods.

Please note that you have no right to return goods under the UK Distance Selling Regulations if you are a business customer.

Agents

Abbeyhorn has Trade Agents available to provide general information, product advice and assistance with ordering in the following counties:

Scotland

Roy Wilson
15 Dunsmore Road
Bishopton
Renfrewshire
PA7 4EL
Tel: 07801289077
Fax: 01505 863165
E-mail: rbwilson@ntlworld.com

Germany

Rainer Ersfeld
Tagermosstrasse 27
78462 Konstanz
Germany
Tel: 0049 7531 20305
Fax: 0049 7531 26935
Email: freyersfeld@t-online.de

Acceptance

The information above sets out Abbeyhorn's Trade Terms & Conditions.

By submitting an order you will be confirming that you accept these Terms & Conditions. Please read them carefully before placing your order and [print](#) a copy for future reference.