



WHOLESALE TERMS & CONDITIONS

COVID-19 UPDATE

We are still working with a reduced team and following government advice on keeping our warehouse and staff safe during the pandemic.

BREXIT

We do not currently stock outside of the UK

ORDERS

Minimum order value is £150 (ex VAT where applicable)

Samples may be purchased at wholesale price plus carriage.

All samples are non-returnable.

PAYMENT

Terms are pro forma and invoices can be paid by BACS, bank transfer, credit/debit card or PayPal.

When paying via bank transfer we expect to receive the full invoice total. Bank fees are the responsibility of the buyer and goods will not be released until the full invoice total has been received.

Due to high stock demands, orders not paid within 2 weeks of invoicing will be cancelled and the goods returned to stock.

DELIVERY

UK Mainland - a carriage charge of £10 applies to orders under £500 (ex VAT), carriage is free on orders above £500 (ex VAT).

UK Express Delivery - £18.00 - Orders will be dispatched within 10 days.

UK Highlands & Islands, Northern Ireland - carriage charge is a flat rate of £16.

Please note: as all of our products are made from natural materials it is the purchaser's responsibility to check any import restrictions for the delivery country.

Any goods damaged in transit or discrepancies in an order must be notified in writing within 2 days of receipt of goods.

We request that customers check the condition of parcels received and if outer packaging is damaged or if there are any items or boxes missing to note this on the paperwork when signing for the goods with the courier.

Elsie&Tom is only able to make a claim for goods missing or damaged in transit if this is stated clearly in writing on the delivery note of the courier company.

Please notify us immediately if there are any problems with your delivery as we cannot be held liable for goods missing or damaged in transit if you fail to follow these procedures.

RETURNS

Notification of faulty goods must be made in writing within 5 days of delivery. Goods may only be returned by formal agreement between the seller and the purchaser and on receipt of a returns number from the seller. Returns must be accompanied with the purchaser's name and address and a valid returns number.

Carriage expenses and risk are the purchaser's responsibility unless otherwise agreed.

PRICES

It is not permitted for wholesalers to set RRP's (Recommended Retail Prices), however as a guideline, SRP's (Suggested Retail Prices) range from 2.4 to 3 mark up. In the fairness of all customers, we request that there is no price discounting below a 2.4 mark up.

Elsie&Tom retains the right to increase prices due to inflation in material and production costs but these will be kept to a minimum and advance notice will be given.



TERMS & CONDITIONS Continued

EXCLUSIVITY

In order for our existing stockists to maintain a level of exclusivity within their geographical area, we work on a case by case basis to ensure there are no conflicts of interest with new Elsie&Tom stockists. We reserve the right to supply multiple new stockists that are a reasonable distance apart from each other. Exclusivity will lapse if an order has not been placed for a period of six months.

ONLINE SELLING

If you wish to sell Elsie&Tom products online we ask that you notify us first so that we can maintain brand integrity and distribution. We can supply professional high resolution product and lifestyle images if required. It is important to note that Google and other search engines penalise duplicated text copy so we request that all descriptive text is unique to your site and not copied directly from Elsie&Tom website www.elsieandtom.co.uk or other digital marketing material.

We are not able to supply to customers who wish to trade Elsie&Tom products on eBay, Not On The High Street, Etsy or Amazon. We ask all existing wholesale customers not to sell Elsie&Tom products on these platforms.

POP UP SHOPS + SPECIAL EVENTS

If you wish to sell Elsie&Tom products at a pop up shop, fair, or special event we ask that you notify us first so that we can ensure there are no conflicts between other stockists based in the same geographical area.

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COMPANY DETAILS

EP Marketing Trading as Elise&Tom

07710689446

hello@elsieandtom.co.uk