

ST NECTAN'S GLEN

# FREQUENTLY ASKED QUESTIONS

WATERFALL COLLECTION



BECOME A RESELLER

## HOW DO I OPEN AN ACCOUNT?

To open an account, simply fill in the online form and we will be in touch to complete your account registration and provide you with a unique customer reference number.

## HOW DO I PLACE AN ORDER WITH YOU?

To place an order you will need to have completed your registration with us first and have your customer reference number. Then, you can email your order to our dedicated team, with the following information:

- Customer account number
- Contact name, telephone and email
- Product PLU
- Product name / colour
- Quantity per item
- Requested ETA

In response, you will receive an acknowledgement email. Any missing information may cause delay in processing your order.

## HOW DO I PAY FOR MY ORDER?

Payment couldn't be simpler; once you have received your invoice, simply follow the instructions to securely pay us by BACS or Paypal.

## HOW DO I AMEND OR CANCEL MY ORDER?

To amend or cancel your order, simply email our team as soon as possible (and before dispatch) and let us know what changes you'd like to make or confirm you wish to cancel the order.

In the event that your order has already been dispatched or delivery has been made, please call our team and we will endeavour to assist in the best and quickest way possible. Please note that you will be responsible for the postage to return the item(s) to us.

## WHICH PRODUCTS AM I ABLE TO PURCHASE?

You are able to purchase any products from the Waterfall Collection. Check our **Waterfall Collection page** on our website to see images and information about these beautiful products.

## WHAT IS YOUR MINIMUM ORDER QUANTITY (MOQ)?

We do not have a minimum order quantity but you are eligible for free deliveries on all orders over £100 (ex. VAT).

## WILL I HAVE A DIRECT CONTACT FOR ORDERS / PRODUCTS / PAYMENT RELATED QUERIES?

Yes, we endeavour to assist you with all queries swiftly and effectively in order that you can get on with your important day, so you will always have a direct email and contact telephone number for the appropriate department.

## WHERE CAN I FIND YOUR PRICELIST?

Once you have opened an account with us and are ready to select the product you are interested in, we will send you the prices by email.

## WHERE CAN I FIND YOUR PRODUCT SPECIFICATIONS?

Our product specifications are available to all our account holders. Simply email our team and let us know which product(s) you are interested in. You can also visit our website as most of the information (if not all of the information) will be listed there.

## SOME OF YOUR PRODUCTS ARE OUT OF STOCK, HOW CAN I FIND OUT WHEN THEY WILL BE BACK IN STOCK?

Please contact our team to let us know which product(s) you would like to re-order and we will confirm when they will be back in stock.



# BECOME A RESELLER - FAQs



## DO YOU DELIVER IN MY AREA?

We aim to deliver to all areas of the United Kingdom.

**Delivery is FREE on all orders above £100 (ex. VAT).**

Orders below that amount will be charged at Royal Mail rates and calculated by weight and size of parcel.

## DO YOU DELIVER INTERNATIONALLY?

We can deliver to most countries. Delivery charge will apply.

## WHAT IS THE TIMESCALE FOR THE DELIVERY OF MY ORDER?

When an order has been received and delivery is taking place in the UK, your order will be dispatched within 1-3 working days from our acknowledgement confirmation of your order.

For international deliveries, your order will be dispatched within 3-5 working days from our acknowledgement confirmation of your order.

## WHAT ARE THE TIMES AND DAYS YOU DELIVER?

For all deliveries, we currently use Royal Mail and Royal Mail International; we therefore cannot guarantee a day or time for your delivery but it should be expected between Monday to Saturday.

## WHAT IS YOUR DELIVERY POLICY (INCLUDING DAMAGED GOODS ON DELIVERY)?

All orders are carefully and appropriately packaged and sent as "Fragile" but should it arrive damaged, we would ask you to send photographic evidence in the first instance and we will offer you a refund or replacement accordingly, if agreed.

## CAN I COLLECT MY ORDER?

Should you wish to collect your order, we can arrange a suitable day and time. There are no charges for collection in person.

This could also be a great opportunity for you to take a look at our stock and other products you may wish to consider in the future, as well as meeting the team looking after you.

## HOW DO I KNOW WHEN MY ORDER IS READY TO COLLECT?

When you have placed your order and it has been processed, you will be contacted by email or telephone to arrange a suitable date and time for you to collect your order.

## HOW DO I GET HOLD OF AN INVOICE?

Once you have placed an order and it has been confirmed, you will receive an invoice by email.

## WHAT ARE YOUR PAYMENT TERMS?

The payment terms are strictly 30 days from date of invoice, unless agreed otherwise in special circumstances.

## WHAT ARE YOUR TERMS & CONDITIONS?

Please check our website for details at [www.st-nectanglen.co.uk/onlineshopping/wholesale-resellopportunities](http://www.st-nectanglen.co.uk/onlineshopping/wholesale-resellopportunities) and click on the link Terms & Conditions.

## HOW DO I GET A REFUND ON MY ORDER?

If a refund has been agreed, this will be processed within 7 working days of the confirmation. Any refund will be made through the same method you originally paid for your goods when placing the order (Bank transfer or Paypal).

## HOW DO I FIND MY CUSTOMER / ACCOUNT REFERENCE NUMBER?

Your account / customer reference number will be given to you once you have opened an account with us. The number will also be quoted on your invoices for ease of reference.

## WHAT DO YOU DO WITH MY DATA?

Your data is safe but please see our **GDPR & Privacy Policy** for more information.

## WHERE CAN I FIND YOUR GDPR AND PRIVACY POLICY?

Please check our **website** for our policy. If you have any questions, do not hesitate to contact us.

## WHAT IS YOUR VAT NUMBER?

Our VAT number is GB255918768.