

# trade orders - terms and conditions

By placing an order you agree to be bound by the terms and conditions set out below. Before you place an order, if you have any queries regarding the product, delivery or these terms and conditions please contact us by e-mail, or call us on 0207 639 7414 between 9am - 5pm, Monday - Friday.

## Delivery

Goods will be dispatched within 5 working days of the payment being cleared unless otherwise arranged with Cloud Cuckoo Designs. If an item is out of stock or delivery times longer, we will inform you via e-mail or telephone. Delivery charges will be applied dependent on the value of order (size and destination if outside the UK).

## Payment

For existing customers with a good payment history, full payment should be made within 28 days of the invoice date. New, international (outside the UK) and existing customers with a poor payment history (i.e. those that fail to abide by our payment terms) will generally be sent a pro-forma invoice. At our discretion, new customers may be allowed 14 days from the invoice date, to make payment.

Payment should be made by cheque to: Cloud Cuckoo Designs Ltd or by direct bank transfer (Lloyds TSB, sort code: 30-90-76, account number: 2965865).

**Where a customer fails to make full payment within 28 days (14 days for new customers) of the invoice date, we will exercise our statutory right to claim interest and compensation under the late payment legislation - The Late Payment of Commercial Debts (Interest) Act 1998, as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.** The late payment statutory interest rate is: Bank of England base rate + 8%.

The compensation entitlement varies in accordance with the size of the debt:

Size of unpaid debt	Sum to be paid to the creditor
Up to £999.99	£40
£1,000.00 to £9,999.99	£70
£10,000.00 or more	£100

## Return Policy

Please contact us first before returning any goods. If an item you have received is damaged or defective please inform us within 3 days of delivery to arrange for a replacement to be sent. We reserve the right to request that faulty items are returned to us before we issue an exchange or a refund. Please ask for proof of postage from the post office for your returned item as we cannot be held responsible for anything that gets lost or damaged in transit. Delivery charge and returned postage will only be refunded if the item is faulty. At our discretion, we may accept the return of non-faulty goods if you are not happy with the product, but we will only reimburse you for the cost of the product (not delivery costs). Please ensure that these are returned unused and in their original condition (including the packaging). If we find that the product has not been returned to us in fully resaleable condition, we reserve the right to refuse a refund on the item.

Please send all returns to: Cloud Cuckoo Designs Ltd, 65 Ondine Road, London SE15 4EA

Products we are unable to refund or exchange - we are unable to offer a refund or exchange on personalised, made to measure and bespoke products unless they are faulty.