



## Terms & Conditions

This catalogue is for wholesale use only and not for individual use. Thistle & Bard reserve the right to place a hold on any order they suspect to be made for non-commercial reasons. A sample pack can be purchased on request for £5 with Free Postage and is not held by our minimum order requirements. Sample Packs are restricted to a maximum of 2 per account. Our wholesale discount is at 50% RRP. We believe this is a fair rate, allowing us to cover our overheads and give you excellent value. However, if you are looking to stock large volumes of our stock (25+ per unit item), please contact us and we will be happy to re-evaluate if a better price is available to you.

**Minimum Order Quantities:** First Orders must meet a minimum value of £75 and subsequent orders must meet a minimum of £50. These values do not include postage and packing charges which are made at a standard rate of £20 / £26 international (negotiable where recipients are within our local delivery zone) or at a reduced rate of £15 / £20 international where the order contains solely pink lines. Postage is Free for orders of £150 (£175 international) or more. Invoices must be paid before any order is processed and we will issue a reminder after 5 working days if we have not received any payments. In the event of payment failure, we will attempt to communicate via the details you have presented us with. If we do not hear from you within 3 working days, your order will be cancelled. Thistle & Bard do not currently offer a consignment or finance option at this time.

**Turnaround and Timescales:** Thistle & Bard orders are processed following payment. While we aim to ship orders inside 14 working days (usually 7) we accept that during peak times this may not always be possible. When your order has shipped, a confirmation email will be sent to you. In order to complete orders quickly during peak times we respectfully ask you to submit your line sheet with as much time as possible. Please note that Thistle and Bard are not responsible for postage delays due to weather or union action. However, we respect your patience and will keep you informed if we feel your order is at risk. Please note that orders may be shipped in separate boxes where necessary.

**Green Policies:** The environment is important to us. If you would like your ordered products without any additional plastic packaging (plastic wallets), we would be happy to meet your request. Please note, that our plastic wallets are used to prevent water damage and are made from reconstituted plastic from plastic bottles as often as possible. While not all plastics may be removable from your order, at your request, we will endeavor to remove them as much as possible. Thistle & Bard uses soy-based inks in its printed products wherever possible.

**Cancellations, Refunds, and Returns:** Cancellations must be made within 24 hours of order submission or a fee of £12 for orders under £75 or £20 for orders over £75 will be applied. Thistle & Bard do not offer refunds on unsold goods. All payments are final. We understand that accidents can happen among different postal services and damages occur from time to time. Where this happens we will endeavor to replace the damaged items promptly or refund such items should we be unable to. To submit a damaged item request, please ensure you keep the items and submit clear photographs of the damages. Where we are unable to verify the damage, we may ask you to return the product.

We are always happy to answer your questions. Please send us an email or leave us your contact details and we will get back to you.