

## **UK Sales**

### **Placing an order**

There are 5 easy ways to order – post, fax, e-mail, online or via your dedicated sales representative.

Orders placed online will receive a unique order number to identify each order. However, when contacting our office please quote your company name or Gallery account number.

Our expert and friendly team are on hand to answer any queries you may have.

Telephone: 01795 439159  
Fax: 01795 431849  
E-mail: sales@gallerydirect.co.uk  
info@gallerydirect.co.uk  
Online: www.gallerydirect.co.uk

### **Deliveries**

We aim to despatch all orders within 72 hours, subject to stock availability.

Deliveries will be made between 10a.m. - 5p.m. Monday to Friday.

Standard delivery is 1-2 working days from despatch.

If you have an urgent or specific delivery request please notify us upon ordering and we will do our utmost to meet your requirements.

### **Carriage**

For orders over £600 carriage is FREE. Orders below £600 are subject to a delivery charge based on your location. Charges vary between £40 and £55 – details are available from our team upon request.

Web Orders – ONLINE EXCLUSIVE - standard carriage charge halved for all non carriage paid orders placed via our online shop - Orders below £600, carriage is ONLY £19.99.

**Ireland** - For orders over £1,200 carriage is FREE. Orders below £1,200 are subject to a delivery charge of £85.

ONLINE EXCLUSIVE – standard delivery charge halved if you place your order via our online shop - Orders below £1,200 delivery is ONLY £42.50.

Amounts stated above regarding order values for carriage rates are all exclusive of VAT. Delivery charge details

### **New customers**

To open an account, please request and complete our Account Opening form.

This form is also available to be completed and submitted online by visiting [www.gallerydirect.co.uk](http://www.gallerydirect.co.uk)

We aim to activate your account within 24 hours.

Please note: large or international credit limit requests may take up to 7 days to be operational.

### **Additions to an existing order**

If you wish to amend or add to an existing order this can be done up until the order has been sent to our warehouse for despatch.

Please note: all amendments and additions must be confirmed in writing.

### **Catalogue**

The Gallery range is refreshed annually and launched at the Interiors Show, NEC Birmingham where catalogues can be collected hot off the press.

Catalogues are also available upon request and can either be posted or delivered personally by one of our dedicated and expert sales representatives.

### **Credit Terms**

Payment is due within 30 days of the invoice date. Please quote your account number and /or invoice number on all payments.

The following methods are available for payment of Proforma accounts: credit/ debit card (excluding AMEX), BACS transfer or cheque. Please note: orders will not be despatched until cheque payment has cleared.

BACS details are available upon request.

If you require any assistance please contact our Credit Control / Accounts department on:

Telephone: 01795 419492  
Email: accounts@gallerydirect.co.uk

### **Customer Service**

Should you require any assistance or further information please do not hesitate to contact our UK Head Office and one of our friendly team will be happy to assist you.

Telephone: 01795 439159  
E-mail: sales@gallerydirect.co.uk  
info@gallerydirect.co.uk

Upon receipt of your order please ensure you check the number of parcels / pallets and the outer packaging for damage and then sign the delivery note with any comments.

Should you make a subsequent claim, goods signed for as 'unchecked' will not be accepted. Goods subject to a claim must not be destroyed.

Any claims for damages or missing items must be made within 7 days of receipt. Please quote both the invoice number and item number when submitting a claim.

Returned goods will only be accepted if previously arranged with our office. All returned goods must be securely packaged.

### **Showroom Sales**

Our full collection can be viewed in our showroom based in Kent. Please ensure an appointment is made prior to your visit so one of our expert team is available to guide you through our range.

Purchases can be made and collected from our Kent based showroom and warehouse, subject to stock availability and prior arrangement.

## ***International Sales***

### **Placing an order**

Please telephone our International Sales Manager on:

00 44 7917416530

Alternatively you can email the International team at:

internationalsales@gallerydirect.co.uk

### **Shipping**

The shipping terms available for International orders are Ex Works UK and FOB China.

For Ex Works orders we will require details of your shipping agent upon receipt of your official Purchase Order.

### **Payment**

For all Proforma orders payment is required within 7 days from order confirmation. Goods will not be despatched without payment.

A credit account can be operational within 7 days, subject to credit checks.

An Account Opening form can be obtained from our International Sales team.

Telephone: 00 44 7917416530  
Email: internationalsales@gallerydirect.co.uk