

HOW WE DO BUSINESS

UK SALES

PLACING AN ORDER

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

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
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

UK Mainland – orders over £750 carriage are FREE. Orders below £750 are subject to a delivery charge of £45 for pallet deliveries or £15 for single parcels. There is no minimum order quantity.

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
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.

DESIGN DIRECTORY

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

The Design Directory is also available upon request and can either be posted or delivered with your online order.

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 Pro forma accounts: credit/debit card (excluding AMEX), BACS transfer or cheque. Please note: orders will not have stock reserved or be despatched until full payment has been received. 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 Head Office where one of our friendly team will be happy to help.

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

DAMAGES/RETURNS

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 need to make a subsequent claim, goods signed for as 'unchecked' will not be accepted. Any claims for damages or missing items must be made within 7 days of receipt. When submitting a claim for damages, please quote the invoice number, item number and provide photographic evidence. Returned goods will only be accepted if previously arranged with our head office. All returned goods must be in the original packaging and securely packed for collection. Goods subject to a claim must not be destroyed until authorised by either Head Office or your Area Sales Manager.

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.

GALLERY DIRECT WEBSITE

Our full collection can be viewed and ordered online at www.gallerydirect.co.uk. Simply register for a Gallery iD and follow the instructions in your welcome email.

INTERNATIONAL SALES

PLACING AN ORDER

Please contact our Head Office

Telephone - 01795 439159
Fax - 01795 431849
E-mail - sales@gallerydirect.co.uk

SHIPPING AND PAYMENT TERMS

The shipping terms available for International orders are Ex Works UK and FOB China/Indonesia/Vietnam/Romania. For Ex Works orders we will require details

of your shipping agent upon receipt of your official Purchase Order.

For all Pro forma orders payment is required in full prior to despatch.

A credit account can be operational within 7 days, subject to credit checks. An account opening form can be obtained from our Head Office.