

UK Terms, Policies and Instructions

Orders:	All orders are to be submitted in writing or via www.samuelandsons.com website: Email: info@samuelandsons.co.uk Fax: 020 7351 5723 Mail: Samuel & Sons Unit 3.13 Chelsea Design Centre Chelsea Harbour London SW10 OXE
Customer Service:	Phone: 020 7351 5153; Fax: 020 7351 5723; Email: info@samuelandsons.co.uk
Prices:	All prices are subject to change without notice. Shipping and handling are additional.
Minimum:	Minimum order quantity is 1 meter for cut merchandise with increments of 0.10 meters; or 1 piece for piece merchandise.
Payments:	BACS, cheques and credit cards are all acceptable forms of payment. All cheques are payable to Samuel & Sons. All major debit and credit cards are accepted excluding American Express.
Credit Terms:	Net thirty days after the end of the month on open accounts.
Reserves:	Samuel & Sons will accept limited reserves for 10 working days.
CFAs:	Samuel & Sons does not provide cuttings for approval (CFA) for stock items. A CFA will be provided upon request for special orders only.
Returns:	<ul style="list-style-type: none"> a) Upon receipt of shipment and before cutting, inspect carefully for correct colour, design, quality, and quantity. Regardless of fault, all returns must be made within 30 days of receipt of shipment, and must be authorized by management. b) No merchandise will be accepted without a return authorization number. c) Merchandise will not be accepted for credit once it has been cut or applied. d) Claims for labor charges will not be allowed under any circumstances. e) Merchandise will not be accepted for credit after 30 days. f) For those orders that are approved for return by management, there is a 25% restocking charge. g) Trimming of less than ten meters is not returnable. h) Special orders and non-stock product orders are not returnable. i) Merchandise will not be accepted for credit once it has undergone an outside process, such as flame proofing, water repelling, stain resistance, piece dyeing, etc. j) Authorized returns should be returned to Samuel & Sons. 3.13 Chelsea Design Centre, Chelsea Harbour, London SW10 OXE k) Piece merchandise, such as tassels and rosettes, may be returned within two weeks for full refund. No refunds will be permitted after two weeks from time of purchase.
Loans on Approval:	Prepayment is required for accounts without credit terms. Returns for piece merchandise, such as tassels, holdbacks and rosettes may be returned within two weeks for a full refund excluding shipping charges.
Special/Custom:	A 50% deposit is required at the initiation of a special or custom order.
Discontinued Styles:	Products may be discontinued without notice. Please contact customer service for substitutions and special order pricing.