

IMPORTANT CUSTOMER INFORMATION

Please Read Carefully

PRO-FORMA TRANSACTIONS

Conditions & Procedures

1. Goods will normally be despatched from our warehouse as follows –
 - a. Within 24 hours of receipt of a cleared Bankers Draft or Bank Transfer to the following account:

| | |
|-----------------|--------------------------|
| BANK: | LLOYDS |
| SORT CODE: | 30-97-41 |
| ACCOUNT NUMBER: | 04141388 |
| SWIFT: | LOYDGB21063 |
| IBAN: | GB93LOYD 309741 04141388 |

- b. Within 5 working days of receipt of a Sterling cheque made payable to The Alternative Flooring Company Ltd.
PAYMENT MUST HAVE CLEARED BEFORE GOODS CAN BE CUT OR DESPATCHED.

- c. Within 24 hours of a fully cleared Credit or Debit Card payment

All payments must be made by the account holder, no third party payments will be accepted.

2. **IF PAYMENT IS NOT RECEIVED WITHIN 14 WORKING DAYS OF THE ORDER DATE, THE ORDER WILL BE CANCELLED.**
3. Normal delivery time (via our appointed carriers) is 7-10 working days from the date of despatch unless you have requested, and paid for, an express delivery service. An additional fee is also payable if delivery is to be made to a private address and / or if advance notification of delivery is required.
4. Stock is subject to availability at time of receipt of cleared payment.
5. Payment of pro-forma invoices by any other method than those designated (see Point 1) can only be accepted by prior arrangement with the Credit Control Department; we cannot be held responsible for any delay in despatch resulting from late payment or non-advice of payment by a third party (e.g. bankers).
6. Custom made rugs and runners will not be processed until full payment has cleared. Once started, rug production takes approximately 10-15 working days **BEFORE** despatch. Standard delivery terms apply.