

A guide to working with S-c Brands



Ordering

- **Orders** - You can order through our website (www.s-cbrands.com) or via email - your log in details to our trade portal will be sent once your account is set up. We will email your order acknowledgment once the order has been confirmed.
- **Minimum Order Values (MOV)** - You can order across all our brands within our minimum order values. The MOV for opening orders from new accounts is £300. The MOV for ordering new collections is £300. The MOV for repeat orders from current seasons is £150.
- **Back Orders** - You may receive your order in a split delivery subject to stock availability. This will not incur an additional carriage charge and stock not delivered will be placed on a back order for a second despatch at a later date. Occasionally due to market changes and demand we may be unable to fulfil your complete order.

Carriage

- **Delivery Limit** – Once all orders have had 2 despatches, any remaining undelivered items will be moved to a new order where carriage will be charged again.
- **Carriage Charges** – Carriage paid is on orders over £500 where the delivery address is in the UK. Otherwise, we charge the below flat rates:
 - Mainland UK: £12.00
 - London ULEZ: £14.00
 - Central Scotland: £15.00
 - Scottish Borders: £16.00
 - Scottish Highlands & Islands, Northern Ireland, Isle of Wight, Isle of Man, Jersey, Guernsey: A quote will be supplied.
 - Outside of the UK: We are unable to offer free carriage on orders outside the UK. A quote can be supplied, or you can arrange your own collection.

Returns

- All damaged or missing items must be reported in writing with clear photographs to info@s-cbrands.com within 3 working days of receiving goods. All items returned must be in their original packaging, un-priced and must not be shop soiled. You will be subject to a 10% restocking fee if this is not adhered to.

Pricing

- **Pricelists** - Prices are reviewed quarterly to ensure we are giving you the best prices we can and to reflect market fluctuations. Pricelists are only valid for the date range stated on the document.
- **VAT** - All prices quoted are exclusive of VAT and are subject to the prevailing rate of VAT at the date of invoice.

Accounts

- **Payments** - Payment can be made via BACS or card over the phone (we accept all cards except Amex).
- **Pro-Forma Invoices** - If payment is not received within 14 days of first issue of a Pro-Forma invoice, your order may be subject to cancellation or stock may be reallocated to other customers.
- **Credit Terms** - Accounts need to have an annual spend of £1500 to gain 30 day credit terms. Terms are offered subject to credit checks and references which we review regularly. We reserve the right to revert your account back to Pro-Forma at any time.
- **Late Payments** - If payment is not received within 7 days from the due date of your invoice, a late payment fee of £40.00 may be charged. Payments over 30 days late may be sent to debt recovery agency without notice, any costs incurred will be at the customer's liability.

Other

- **Shop Location** - You are only permitted to sell goods at the address(s) registered against your account. If you wish to sell at another location, please submit an additional account form with these details for review.
- **Online** - We do not allow accounts to sell our products on Amazon or eBay. Selling through your own website is subject to approval by our designer.
- All product and lifestyle images can be downloaded at www.s-cbrands.com/image-bank

If you have any questions, please don't hesitate to get in touch with us via the contact details below.

We look forward to working with you.

Team S-c Brands