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How to order

Online: www.lovelesscookblinds.co.uk

tel: **01603 789 678** fax: **01603 789 209** email: sales@lovelesscookblinds.co.uk

Orders can be placed with us by telephone, Fax or e-mail. To provide identification at a later date in the event of queries your order number must be given with each order. In the event of making a telephone order or enquiry for price, information or delivery, please secure the name of the person you speak to. This is essential if further queries or negotiations are to be conducted with maximum efficiency.

How to pay

Bank transfer

Barclays Bank PLC
100 Magdalen Street, Norwich.
a/c 00601187 sort code 20-62-68
Please confirm your payment with a written remittance.

Cheque

Payable to: Loveless Cook Blinds Ltd.

Proforma

If you don't have a credit account with us you can pay by either cash, cheque or card.

Card Payment

There is a 2.5% fee chargeable for payment by credit card. No charge for debit card payments.

Delivery

We run an order builder system (we collate your orders and dispatch them to you once a week). The order value can be achieved from any LCB product, however should you require a next day carrier service please let us know when placing your order.

Free once a week delivery on orders over £90 nett to discount.

LCB small order surcharge is £6.95 on all orders under £90 nett to discount.

Free **Next Day** carrier services on orders over £90 nett to discount.
(Please let us know when placing your order if you would like this service).

Next Day carrier service on orders under £90 will incur an £8.50 charge.

An additional carriage charge will be incurred for non recognised account addresses. of £11.50 (i.e. private addresses).

Please note curtain lining and interlining cannot be included in the goods value due to it's weight.

Cut off time for next day deliveries by carrier is 3.30pm and by LCB van is 4.30pm.

Returns Policy

- Customers must advise us in writing within 3 days of delivery with regard to shortages or wrong goods delivered or damages in transit (which includes any visible damage to outer packaging).
- If returning goods please ensure they are adequately packed to avoid damage on their return to us.
- Goods will not be accepted back into stock without prior approval.
- Invoice queries (i.e. surcharges, special prices etc.) must be made within 7 working days.

Trading Terms and Conditions

The following terms apply to all contracts in which Loveless Cook Blinds Ltd (“The Company”) acts as seller. Acceptance of delivery of the goods from the Company shall be conclusive proof that the buyer has accepted these terms and conditions as being the only ones affecting any contract between the buyer and the Company.

Ordering Procedure

Orders can be placed with us by telephone, Fax or e-mail. To provide identification at a later date in the event of queries your order number must be given with each order. In the event of making a telephone order or enquiry for price, information or delivery, please secure the name of the person you speak to. This is essential if further queries or negotiations are to be conducted with maximum efficiency.

Prices

As prices may be beyond our control, they are subject to alteration without prior notice. If you require a firm price we are happy to give you a written quotation.

VAT

VAT will be charged at the rate in force at the time of despatch.

Payment

Credit accounts can be opened on receipt of satisfactory bank and two trade references in accordance with the Company’s requirements, but we shall only supply goods under a credit account subject to such credit limit and such other requirements regarding the operation of such accounts as the Company may stipulate from time to time. The Company shall not be obliged to deliver any goods to the buyer at a time when any money shall not have been paid on the due date in respect of that or any other order.

Settlement Terms

Nett 30 days, unless otherwise negotiated.

Faulty Goods

The Company operates a quality control system on all products. If any goods supplied by the Company shall be defective in quality or in quantity or in any other way, then the Company will, at its option, either rectify the goods, or refund (or give credit for) the purchase price but shall not be under any further liability.

Title

Whilst the risk in the goods shall pass to the customer on delivery, the ownership of the goods shall remain with us until payment for all goods has been received by us. The buyer agrees that the Company may, for the purposes of its goods enter upon any premises where those goods are stored or where they are reasonably thought to be stored and may repossess the same.

Non Delivery / Part Delivery / Delay In Delivery

The Company will use its best endeavours promptly to deliver goods ordered in accordance with the buyers reasonable requirements notified to the Company at the time of the relevant order but the Company shall be under no liability to the buyer for any non-delivery, part delivery, or delay in the delivery of goods.

Claims

Claims for non-delivery must be made in writing within 7 days of invoice date. Claims for damage in transit must be made on the carriers delivery note and to both this Company and the carrier within 3 days of delivery of goods. No claims can be considered after this period.

Specification

In line with a policy of continuous improvements, the Company reserves the right to modify specifications without notice.

Transport

All goods are supplied ex-works, all costs relating to carriage are charged at the rate shown in the price list current at the date of order.

Guarantees

The manufacturing guarantee applies in principle for a period of one year, commencing at invoice date. The guarantee is only applicable if:- the product is completely composed of Loveless Cook Blinds Ltd components and has been assembled at our Factory.

Disputes – Applicable Law

The present terms and conditions of trade and every contract of which they form part, shall be governed by and construed in accordance with English Law and the parties hereby submit to the exclusive.

Made To Measure Track / Pole Order Form

Customer A/c number: _____

Order No: _____

Date _____

Customer Name & Address:

Tel / Fax / Email

Delivery address (if different)

Type of Track & Code No. (if known)	Colour	Qty	Overall Width *	Draw cord Left, Right or both sides *	Fixing/Brackets Top or face fix or adjustable brackets	Bracket code No. if known or projection required in mm	Curtains L/H, R/H, pair or centre stacking	Cord Drop	Wave tracks Please tick If face	
									3135bkt = 60mm	3136 bkt = 80mm

Please Note: For Multiple stack please include a diagram. 60mm Wave uses 3135 bracket as standard, 80mm Wave uses 3136 bracket as standard.
 * Overall width for Metropole please state including or excluding finials. If draw cord required both sides, intermediate pulley will be added at extra cost.

Bent tracks

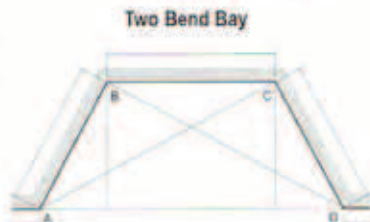
Please provide as many measurements and angles as possible on the appropriate diagram below.
 Please specify whether measurements are for window (preferred) or track sizes.



Right-angle Bend

Distances

AB _____
 BC _____
 AC _____



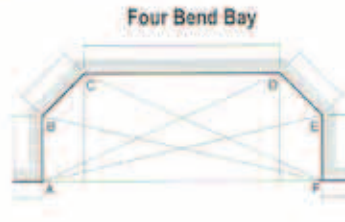
Two Bend Bay

Distances

AB _____
 BC _____
 CD _____
 AC _____
 AD _____
 BD _____

Internal Angles

B _____
 C _____



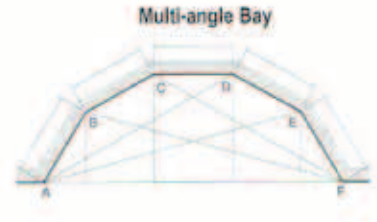
Four Bend Bay

Distances

AB _____
 BC _____
 CD _____
 DE _____
 EF _____
 AD _____
 AE _____
 FB _____
 FC _____
 AF _____

Internal Angles

B _____
 C _____
 D _____
 E _____



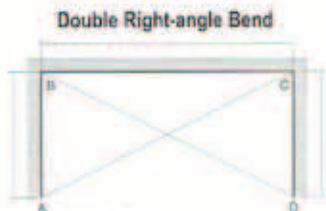
Multi-angle Bay

Distances

AB _____
 BC _____
 CD _____
 DE _____
 EF _____
 AD _____
 AE _____
 AF _____
 FB _____
 FC _____

Internal Angles

B _____
 C _____
 D _____
 E _____



Double Right-angle Bend

Distances

AB _____
 BC _____
 CD _____
 BD _____
 AC _____
 AD _____



Swept Bay

Distances

AB _____ AE _____ EG _____
 AC _____ AF _____ FG _____
 AD _____ AG _____
 BG _____
 CG _____
 DG _____

If returns are required please state L/H or R/H return lengths

Please indicate 'overlaps' 'pulls' and 'drop' of curtains.

If none of the diagrams apply to your bend or bay requirements, please provide a separate diagram or preferably a template, including all angles and measurements.

Please ensure all details are accurate. We cannot accept alterations, cancellations or liability for incorrect instructions or measurements.

Customer signature _____

Print name _____

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