

COUSINS RELATED QUESTIONS

Q. I am not trade, can I purchase from you?

A. We are a business to business trade supplier. It is not against the law for us to supply you or for you to purchase from us, but in doing so you need to accept our trading terms & conditions, which are different to straight forward consumer law, Trading Standards insist that we have to make this clear up front.

Basically if a customer agrees to our T&C's we cannot stop anybody purchasing from us, the tick box is a Trading Standards requirement and it is the Customers decision for acceptance.

Q. Why can I not add to my Internet order via e-mail or phone call once it's confirmed on the system?

A. Two reasons.

1. Your payment is processed by a secure third party company; therefore we have no access to your card details to make the extra charges, although we can make refunds.

2. It is possible that by the time we have received your email your original order has been processed or even despatched, we do make every effort to combine orders where possible.

Q. What is the best time to phone an order through?

- A.**
- Best time to phone (before 12 noon)
 - Busiest time (2pm to 5pm)
 - Lunch hour 12.30 to 1.30pm (no phone service)

We have two mail collections a day, one at 12 noon and one at 5pm, we recommend you order as early as possible in an effort to ensure next day delivery.

This is based on customer feedback that a higher percentage of orders from the 12 noon collection are delivered next day.

Q. Why are the prices in your catalogue different to the prices on your web site?

A. As with most publications listed prices are only valid for a limited period of time which is why we advise our customers they are only guide prices.

Our web site is updated on a dynamic basis and therefore is the most up to date way of viewing our products and prices.