

whitegoods

Frequently Asked Questions

I am interested in your products. How can I get the information on their price and availability

Please contact us : via phone (020 7241 2032) ,fax (020 7241 2033) or via email at info@whitegoods.com and we will provide you with an official pricing quote and current product availability information. All prices quoted are nett prices and exclusive of V.A.T. Prices are quoted in pounds sterling.

How do I place an order?

If you would like to place an order please provide (via fax or e-mail) your full company contact details (including telephone number) as well as the product part number and quantity required.

Can I get a sample?

Samples can be provided on a sale or return basis. Please call 020 7241 2032 for further information.

What discount can I get?

Please see below the maximum discount available depending on the ordering party:

CONTRACTOR DIRECT 5%

WHOLESALE 5%

ARCHITECT 15%

UK AGENT/ RESELLER 25%

INTERNATIONAL AGENT 40%

Is carriage included in price of the fittings?

All quotes are 'ex-works' i.e. no delivery included. Carriage is calculated separately upon receiving the full delivery address. Carriage is always calculated for one drop off unless otherwise stated. Collection of goods is also possible.

How will I know when the goods have been ordered?

You will receive an Order Confirmation.

What are the usual lead times for your products?

Standard Products Lead Times:

4-6 weeks, however, we will endeavour to fulfil orders as soon as we are able, with reference to the availability guide shown in our catalogue.

Tailored Products Lead Times:

6-8 weeks from receipt of relevant payment terms and a copy of the manufacturing drawing, signed by the customer or the customer's agent.

Custom Products Lead Times:

10-14 weeks from receipt of relevant payment terms and a copy of the manufacturing drawing, signed by the customer or the customer's agent. However, if a pre-production sample or prototype is required this may affect the overall lead time.

All delivery scheduling is provided by the Sales Office. Where we cannot confirm delivery dates directly with customers we will advise them of our intended delivery dates within 5 days of receipt of order, payment, or drawing sign off, dependant on product type and payment arrangements. Orders over £25,000 will be subject to a specific delivery schedule.

Will someone contact me prior to despatch?

The estimated delivery date will be given on receipt of order confirmation and an exact date of despatch is to be confirmed a few days before despatch as a subject of mutual agreement.

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Are there any special requirements when ordering custom & tailored products?

Tailored Product

Full payment required upon placement of order for all non account customers. For customers with a sufficient credit account facility we are able to process orders based on 50% Pro-forma payment received, 50% on account. Production will begin upon receipt of 50% payment of the total order value, and a signed copy of the manufacturing drawing. Balance of order value must be settled within the credit account terms (30 days).

Custom Products

Pro-forma payment required for all custom products, regardless of any credit account held with us. i.e. WE DO NOT OFFER CREDIT ON CUSTOM FITTINGS.

Production will begin upon receipt of 50% payment of the total order value, and a signed copy of the manufacturing drawing. Balance of order value must be settled prior to release of the goods.

How can I pay for my goods?

Payment for orders can be made:

- by cheque (the order will be processed upon cleared funds)
- by debit or credit card (3% credit surcharge applies) or
- by BACS into our account.

VAT Invoices will be issued after despatch and completion of the order.

How can I set up an account?

Once the first 5 Pro-forma transactions are completed, or once a customer has paid for goods to the value of 2 x their credit rating (whichever is first), a credit facility can be applied for. The Financial controller will process all credit account applications and allocate an appropriate credit limit. If customer credit score is not particularly good, the account will continue to be Proforma.

What should I do if I have defective product?

All 'short shipped' or 'damaged' items must be advised to us within 24hours of delivery. Whitegoods will not accept responsibility for claims after this time. Faulty goods can only be returned after an RMA (Return Materials Authorisation) has been filled in. Appropriate tests can then be made and any necessary credit notes can then be raised.

An RMA form must also be completed before arranging any site visits following complaints of faulty products.

Can I return products?

We cannot offer refunds on Custom or Tailored products. Standard products may be eligible for re-stocking within 3 months of original purchase date, subject to a 30% handling charge. All original packaging and documentation must be present and goods must be in original condition.

Where can I find technical information about products?

Technical information is available on our website (www.whitegoods.com) and in our catalogues (available on request). If you have a technical query which is not answered here please contact our Technical Team who will be happy to help you with your technical calls and enquiries. You can contact them in a variety of ways:

Via phone on 020 7241 2032 select option 4

Via email to technical@whitegoods.com

Via fax on 020 7241 2033