

TERMS & CONDITIONS



HOW TO ORDER

Orders can be made by phone or email:
E: admin@littlepicklememories.com | T: 07972 316606

MINIMUM ORDER VALUES

Each product has a minimum order quantity (please refer to the price list). £200 minimum for opening orders for new accounts
£100 minimum for re-orders for new accounts (excluding shipping fees).

PAYMENT METHODS

Payment can be made by Paypal or Bank Transfer. Direct bank transfer is our preferred payment method. Please reference invoice number if paying by bank transfer. Please contact us if you would prefer to pay via an alternative method.

PAYMENT TERMS

By default, all invoices are pro forma, which are to be paid prior to the goods being shipped. Late payments incur a late fee of 10% per month. Failure to make payment may result in further legal action where necessary. Please inquire if you are interested in being approved for net 30 day terms (existing customers only). Failure to pay your invoices within the agreed terms will put your account back onto pro forma. No further orders will be dispatched until the account is up to date.

SHIPPING

Shipping costs are to be paid by the recipient. Please contact us for shipping estimates prior to making your order. All goods are shipped from the UK. Local businesses (Wolverhampton and surrounding areas) can request delivery for the cost of 30p per mile (return visit).

Please note that all shipments to countries outside the UK may be subject to import duties and taxes, which are levied once a shipment reaches your country. Additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be.

Please notify us of any time-sensitive orders. Expedited shipping is available at an additional cost. Little Pickle Memories is not responsible for any carrier delays.

PRESS

If you plan on seeking any national or online publicity with Little Pickle Memories products, or require any images, please email admin@littlepicklememories.com

TURNAROUND TIMES

Please enquire with us in regards to turnaround times - these can vary by product, and we may need to make extra enquiries to provide an accurate lead time. We aim to work towards a 1 month maximum lead time. Please notify us of any time-sensitive orders. Occasionally certain products may be out of stock. You will be notified of any items that are back-ordered and we will proceed to ship all items in stock from your order.

CANCELLATIONS AND RETURNS

If you wish to cancel your order, please contact us as soon as possible. Any reductions to your order or cancellations not reported within 24 hours may be issued a restocking fee of 20%. Returns are only authorised on damage or defective goods. We will require photographic evidence of the damage / defect prior to arranging the returns.

LOST / DAMAGED GOODS

If your order has been lost or damaged, please contact a member of the team within a month of purchase. Little Pickle Memories cover for loss or damage until the goods are delivered. Any subsequent loss or damage is the responsibility of the receiver. If the customer rejects, or returns stock to Little Pickle Memories, they will be responsible for all charges and any damages or breakages incurred while the goods are being returned.

ONLINE SELLING

You may sell our products with prior agreement on your own branded websites, but we do not allow selling on any 3rd party portals such as eBay, Amazon etc. If we find this happening, we may no longer be able to supply you. We have professional photographs of our products for use only with our permission.

CONFIDENTIALITY

Little Pickle Memories' wholesale price list is confidential- please do not share with customers. We have ensured our price list is separate to our product brochure to ensure your customers can view our range without seeing the wholesale price list.

DATA PROTECTION

We may use a third party company to fulfil your order. In this case, we will need to share your personal information with them; specifically, your name, address and telephone number. By placing an order, you consent to sharing your details for the purpose of fulfilling your order only.

LIABILITY

Our entire liability to you for loss or damage arising out of this Agreement is limited to the price paid for the product(s) you purchased. We shall not be liable for any loss of business, loss of revenue or profits, loss of goodwill, lost opportunity, or any indirect, special, exemplary, consequential, incidental or punitive loss or damage whatsoever, even if advised of the possibility of such damages.