

Cake Decorations and decorating equipment

Catalogue

*"Probably the largest selection
in the UK"*

THE LETTER BOX

94 Alfriston Gardens,
Sholing,
Southampton, SO19 8FU.
Tel. Southampton (023) 8043 1323.

www.the-letter-box.co.uk
www.cake-decs.co.uk

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ORDERING BY POST: Terms of Business

Minimum Order Value: £5.00.

Discounts: All orders totalling £20 or over are subject to discount. See table below.

Payment: Goods are normally supplied on receipt of your cheque or postal order. You can now also pay by major credit or debit cards. See order form for details.

Ordering: To order please complete an order form and either send it to us with your payment or telephone us on 023 8043 1323 between 9.00a.m. and 6.00p.m. Monday to Friday or between 9.00a.m. and 5.30p.m. on Saturday to place your order over the phone if you wish to pay by major credit or debit card. If telephoning your order through, please be clear whether you are ordering items in singles or pack quantities as it is quite common for customers to ask for 'one' when they mean 'one pack' of a product.

Carriage Charges: Carriage will be charged on orders sent by post and must be added to the total. See table below. Carriage charges are subject to change at any time. Exceptionally heavy items (e.g. bulk pack sugar paste) may be subject to carriage charges at cost regardless of order size. Please enquire when ordering. Carriage is not subject to discount.

Prices: Every effort is made to maintain prices as listed but prices charged will be those current at time of dispatch. You will note that most items can be purchased cheaper in a pack quantity. This discount is in addition to any discount available depending on the total size of order (see above). Pack prices normally refer to one type or colour of an item unless marked as assorted (asstd) when a pack will contain an assortment as available.

Dispatch: All goods are normally dispatched within 2 working days of receipt of order. Any items temporarily out of stock will normally be sent when available. We reserve the right to send alternative goods if an item ordered is discontinued or will not be available for several weeks so long as any replacement item is of equal or greater value than the item ordered. Please tell us if you do not want us to do this in which case any overpayment you may make will be held on account for you and will be deducted from your next order. Please notify us if you have not received your goods after 14 days from placing your order.

Damages: Please notify us of any damages or errors in a delivery within 48 hours of receipt of goods but do not return any items until asked by us to do so.

If you live locally, orders can be collected from our shop Monday to Friday between 9.00a.m. and 6.00p.m. or Saturday between 9.00a.m. and 5.30p.m. Discounts still apply but you will obviously save carriage charges.

DISCOUNTS: All orders are subject to discounts at the following rates:

Goods Value (excluding P&P)	Discount
£5.00 - £19.99	Prices as per list
£20.00 - £29.99	10% Discount
£30.00 - £49.99	12% Discount
£50.00 and over	15% Discount

Trade discounts are available to recognised business customers purchasing over £100 worth of goods (before discount). Please ask for details.

POSTAGE & PACKING: This must be added to all postal orders at the following rates:

Total Goods Value (after discount)	Postage Charge
£5.00 - £17.99*	£3.50
£18.00 - £29.99	£5.00
£30.00 - £49.99	£7.00
£50.00 - £99.99	£9.00
£100.00 +	Carriage free

*Very light small orders under £15 and 200g (7oz) will be charged postage at £2.00

Please note: Small items may be unsuitable as play items for children under 36 months due to small parts.

The following abbreviations are used for colours:

Asstd	Assorted	Go	Gold	O	Orange	T	Turquoise
B	Blue	Iv	Ivory	P	Pink	V	Violet
Bl	Black	JG	Jade Green	Pe	Peach	W	White
Bu	Burgundy	L	Lemon	Pu	Purple	Y	Yellow
Cr	Cream	La	Lavender	R	Red		
DP	Deep Pink	M	Mauve	RB	Royal Blue		The use of the terms 'gold' & 'silver' refers to colour only
G	Green	MG	Mint Green	S	Silver		

