

# Morleys Early Years Conditions of Sale

Full terms and conditions can be reviewed  
via [www.morleysearlyyears.co.uk](http://www.morleysearlyyears.co.uk), or available upon request.

## PAYMENT TERMS

All fully funded organisations, Local Authorities and State Nursery Schools receive an immediate credit account. All other organisations should provide payment by cheque, BACS, or standard credit or debit cards with first order. Payments are strictly due within 30 days of the invoice date and we reserve the right to levy interest charges on overdue accounts.

Payment is acceptable by cheque, BACS, or standard credit or debit cards. All goods remain the property of Morleys until full payment is received. We reserve the right to gain access to your property to remove our goods should payment not be made in full.

## ORDER ACKNOWLEDGEMENT

An order acknowledgement is sent by email where an email address has been supplied, alternatively we will post to the delivery address.

**Please check that all details correspond to your original order and contact us immediately if there are any discrepancies.**

## OUT OF STOCK ITEMS

In the unlikely event of any of your items not being in stock, we shall notify you and recommend a suitable alternative or provide an updated delivery time for the original item.

## ORDER CANCELLATION OR AMENDMENTS

All order amendments or cancellations must have our written consent and will be on terms that indemnify Morleys against any loss. Items available from stock may be cancelled, provided the goods have not been despatched. Stocked items agreed to be returned or exchanged for reasons not within our control will incur a 50% handling charge plus a carriage charge +VAT.

**“Non-stocked” items and “Made-to-order” items CANNOT be cancelled or amended once we are in receipt of your order.**

## DELIVERY TERMS

- We are pleased to be able to offer **FREE** delivery on an order value of £400 and over (excluding VAT within the UK Mainland) from the Morleys Early Years Catalogue or online store. For an order value below £400 (excluding VAT within the UK Mainland) a single delivery charge of **£27.50 (excl. VAT)** per order will be incurred. **Deliveries to Northern Ireland, Highlands and offshore islands will be charged separately (please enquire).**
- As standard we offer ground floor, pavement level deliveries only.
- Bespoke delivery and installation services are available – subject to separate quotation. Where your order includes a mix of **“Available from stock”, “Non-stocked”** and **“Made-to-order”** items, we shall typically deliver based on the product with the longest lead time.
- We may part deliver your order.
- Where you have requested an unsupervised delivery, we shall accept no responsibility for loss or damage howsoever caused.

- We reserve the right to charge for failed deliveries. **If your establishment is not open during holiday periods or specified terms, please state when ordering. Unless notified we shall assume delivery is possible between 8.30am and 3.30pm.**
- Where a delivery is refused without reason we reserve the right to make a carriage charge of £27.50 + VAT plus 10% handling charge or £15, whichever is the greater.
- Any time or date provided is an estimate only and Morleys will not accept responsibility for any loss or damage incurred due to delivery delays.

## NOTICE OF DAMAGE, LOSS, NON-RECEIPT

- All goods must be checked and signed for on receipt of delivery.
- We shall not accept claims for missing, faulty or damaged goods, if the delivery note is signed “un-checked”. Failure to adhere to this will result in Morleys taking no responsibility for charges being incurred for replacements.
- If upon receipt, your goods are damaged, incomplete, or incorrect, notification must be made in writing within 5 working days of delivery date. Claims outside this period will not be accepted. Goods should not be returned without prior authorisation and you must quote your order number in all correspondence.

## RETURNS POLICY

- **Goods Ordered in Error** – **“Available from stock”** items will incur a restock fee of 50% of the value plus a carriage charge +VAT.
- Goods should not be returned without prior written authorisation and you must quote your order number. All authorised returns will only be accepted if unused and in original packaging. Notification must be made within 5 working days of delivery.
- **Goods that cannot be returned** – **“Made-to-order”** and **“Non-stocked”** items can only be returned if they are faulty, and not for any other reason.
- **Goods that are faulty** – where an item is faulty or damaged, we reserve the right to repair or replace. If this is not possible, a credit will be issued. Morleys product (no quibble) guarantee relates to the quality, durability and relative fitness for purpose during the first 12 months from delivery. Any goods will be assessed by our Quality Assurance Team before repair/replace or return and credit is agreed. If we find no fault with the item, then no credit will be issued and in this instance we reserve the right to charge a handling fee of 50% of the value plus a carriage charge +VAT.

## COLOUR REPRODUCTION

Morleys take great care in producing the collection of products shown in this catalogue. Every reasonable care has been taken to ensure that the descriptions are accurate; however the catalogue purely represents our products. Due to print limitations, there may be slight colour variations. Note we reserve the right to change specification, colour, design and price without notice.

## Order Today...



[www.morleysearlyyears.co.uk](http://www.morleysearlyyears.co.uk)

Our online store includes the full range of Early Years products as shown in this catalogue for quick and easy ordering.



[sales@morleys.co.uk](mailto:sales@morleys.co.uk)

Simply send us an email with product code reference, quantities required, plus any colours or height choices required, and we'll do the rest.



**01869 320320**

For fast ordering simply call us with your order on Monday to Friday 0830 – 1730. You can leave a message on our answerphone outside of these hours. Please note your call may be recorded for training purposes.



**01869 320312**

You may fax your order to us at any time, simply use our easy to use order form opposite.



**Post your order**

Morleys Early Years  
Arkwright Road,  
Bicester, Oxfordshire  
OX26 4UU

**NEED  
HELP OR  
INSPIRATION?**

**Call our  
friendly  
Sales Team**

**01869 320320**