

Trade Terms and Conditions

HOW TO ORDER

Opening Hours: Monday to Friday from 8:00am to 4:30pm. You can place an order in any of the following ways:
Phone: 01937 845 767 or 077156 517 535
Email: wholesale@bascofinefoods.com
Online: <https://wholesale.bascofinefoods.com/>
In Person: Unit 427A-C, Birch Park, Thorp Arch Estate, Wetherby, LS23 7FG, West Yorkshire.

PRICES

- 1.1 This new list cancels all previous lists.
- 1.2 All prices exclude VAT where applicable.
- 1.3 We will try to hold prices, however, due to fluctuations in harvests and exchange rates, we reserve the right to alter our prices without prior notice.
- 1.4 Prices and product formats listed here are correct at the time of going to press.
- 1.5 We can't always guarantee specific vintages for some wines. However, we will do our utmost to ensure we keep our list up to date.

VAN DELIVERIES

- 2.1 We offer weekly van deliveries within the geographical area that we cover with our own vehicles. Please check with our sales team.
- 2.2 Subject to location, minimum orders apply. Orders below £250 (net value) will incur a £8.75 + VAT delivery charge.
- 2.3 Delivery shall be made to the address agreed between ourselves and you the buyer. In the event we are asked to leave any goods without a signature, the risk of damage or loss passes to the purchaser.
- 2.4 Any times or dates quoted for delivery of the goods are approximate only. We will make every effort to meet the customer's requirements.
- 2.5 Please ensure you check your delivery upon receipt. Any inaccuracy in the delivery in either content or if anything is broken, Basco must be notified within 24 hours from delivery.

COURIER DELIVERIES

- 3.1 We use a third-party courier for this service and dispatch goods from Monday to Friday for an untimed next day delivery.
- 3.2 For orders below £250 (net value) a delivery charge of £8.75 + VAT for every 30kg parcel which can be quoted on application. These terms only apply to Mainland UK.
- 3.3 Orders over £250 (net value) get free delivery on the first 30Kg parcel. These terms only apply to Mainland UK.
- 3.4 Orders over £500 (net value) get free delivery on the first two 30Kg parcels. These terms only apply to Mainland UK.
- 3.5 Orders over £750 (net value) get free delivery on the first three 30Kg parcel. These terms only apply to Mainland UK.
- 3.6 For a timed or weekend deliveries or if you are outside Mainland UK, please consult the Basco sales team.

PALLET DELIVERIES

- 4.1 We use a third-party pallet delivery company for this service and dispatch goods from Monday to Friday for an untimed next day delivery.
- 4.2 For orders below £1,000 (net value) a delivery charge of £75 + VAT per pallet which can be quoted on application. These terms only apply to Mainland UK.
- 4.3 Orders over £1,000 (net value) a delivery charge of £56.25 + VAT per pallet. These terms only apply to Mainland UK.
- 4.4 Orders over £1,250 (net value) a delivery charge of £37.50 + VAT per pallet. These terms only apply to Mainland UK.
- 4.5 Orders over £1,500 (net value) a delivery charge of £18.75 + VAT per pallet. These terms only apply to Mainland UK.
- 4.6 Orders over £2,000 (net value) get free delivery for one pallet. These terms only apply to Mainland UK.
- 4.7 For a timed or weekend deliveries or if you are outside Mainland UK, please consult the Basco sales team.

RECEIPT OF DELIVERIES

- 5.1 We have to know within 24 hours of delivery if there are any shortages, mistakes or damage to your order.
- 5.2 Please check your goods carefully on arrival. If there is any sign of damage on the boxes it is crucial to note this on the delivery note. Without this it is not possible to make a claim.
- 5.3 Basco cannot be held responsible for damaged goods received but not signed as such.
- 5.4 Please also make sure that the number of boxes delivered agrees with the volume figures on the invoice.
- 5.5 You can also use your own carrier if you prefer but let us know when they are coming. We are open for collections from 9:00am to 5:30pm, Monday to Friday.

PAYMENT

- 6.1 The title to our goods passes to our customers only upon receipt of payment in full.
- 6.2 Payment can be made by major credit or debit card, cash, cheque or by direct electronic transfer (bank details available on request).
- 6.3 For new customers or if we only trade with you occasionally, we prefer to take payment at the time of ordering.
- 6.4 To qualify as a trade customer, we do ask for a minimum spend per annum of £2,500 (net value).
- 6.5 Basco reserves the right to refuse an order if the arrangements for payment are not satisfactory or the buyer's credit rating is below the required.

CREDIT ACCOUNTS

- 7.1 Credit accounts are available for established businesses. Our credit account terms are payment 28 days from invoice date. Please ask for a credit account form if you wish to set an account up.
- 7.2 New accounts start as payment on order, while we take up your references.
- 7.3 Credit accounts may be reviewed at any time at Basco's discretion without any prior notice.
- 7.4 As credit accounts are a cost for us to maintain, we prefer to keep to payment on order if we only trade with you occasionally or have a small volume of business.
- 7.5 If you wish for Basco to hold your credit card details in a secure file, you will need to complete, sign and return our Storing Credit Card Details form. Your details are stored securely in our non-networked customer database and are not revealed to any other parties.
- 7.6 We reserve the right to charge all outstanding invoices on any credit accounts, where credit card details are held by Basco, without prior notice, where prior consent has been given by agreeing to our Storing Credit Card Details form.
- 7.7 We also reserve the right to charge all invoices on any credit accounts, where credit card details are held by Basco, without prior notice, where prior consent has been given by agreeing to our Storing Credit Card Details form, if Basco decides to remove all credit account facilities.

RETURNS & COLLECTIONS

- 8.1 Claims for breakages and faulty goods can only be accepted if the customer notifies Basco within 24 hours of delivery.
- 8.2 Basco will not accept responsibility for any faulty goods that are not notified within 24 hours of delivery.
- 8.3 If any goods are found to be faulty, Basco will replace or issue a credit note for them, provided that the goods are returned to Basco within 24 hours from when the claim for faulty goods was raised.
- 8.4 For reasons of hygiene and safety, we are unable to refund or exchange our products unless they are faulty. However, we will endeavour to resolve any issues promptly and may offer a refund or replacement goods at our discretion.
- 8.5 For collection of goods to be returned, all goods must be repacked correctly, ensuring that they are safe from further breakage. All boxes must be labelled with the Basco address clearly written on the outside of the box or parcel. Basco will provide a collection tracking number that will need to be written next to the address and quoted to the driver collecting the goods.
- 8.6 Basco will not take any responsibility for any goods returned that break during a collection process.
- 8.7 Basco will not take any responsibility for any goods mistakenly collected by another transport or courier company not used by Basco.
- 8.8 Basco will not take responsibility for any collection of goods that is lost in transit by another transport or courier company.

SUBSTITUTIONS

- 9.1 In the event of a food or drink product being temporarily out of stock, Basco will offer an alternative of equal value which you can accept or decline.

PRODUCTS ON DEMAND

- 10.1 These products are not held in stock at our warehouse.
- 10.2 As a guide, please allow a minimum of 14 days from date of order, although order times are subject to availability.
- 10.3 A minimum order will be established by the Basco Sales Team.
- 10.4 Lines which are Product on Demand are clearly marked within the item description and we will of course review our lists according to demand.

TERMS AND CONDITIONS

- 11.1 We reserve the right to alter these terms and conditions at any time without any prior notice.

