

# ordering procedure

## MAIL ORDER PROCEDURE

### HOW TO ORDER:

BY TELEPHONE, EMAIL via the website or FAX

Tel: 01438 814946

9.30am-5pm Mon-Fri

9.30am-2.30pm Sat

Email: orders@artvango.co.uk

Answerphone in operation at other times

Website: www.artvango.co.uk

An ecommerce site is expected to be completed by Jan 2010

Fax: 01438 816267

### BY POST

Please send your orders direct to:

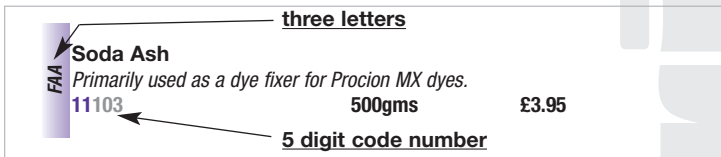
**ART VAN GO, The Studios, 1 Stevenage Rd, Knebworth, Herts, SG3 6AN**

### PRODUCT CODES & DESCRIPTIONS

To avoid confusion, please give as much information as possible about the products. Ideally this will include the Product Code. The 5 digit code number is shown alongside each product. This is prefixed by three letters that are shown in a colour band that runs down the left-hand-side of each column.

Example: the Product Code for Soda Ash on p.29 is **FAA 11103**

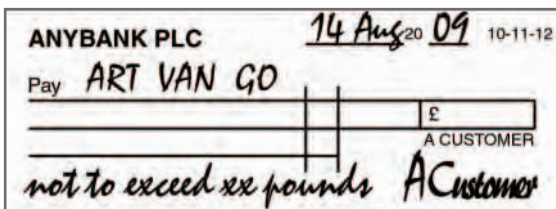
Also give the size or dimensions, and the colour (if they apply) and the price.



### HOW TO PAY:

**BY MASTERCARD, VISA, DEBIT or SWITCH CARDS** Please read the Order Value information below.

Either include your card details with your 'BY POST' or 'FAX' order, or be ready to quote them when ordering by phone. Details required are the Card Number, Card Expiry Date, the Security Code (last three digits on the signature strip) and the Card-holder's Name as it appears on the card. In the case of Switch the Valid From Date and/or the Issue Number are also required.



**BY CHEQUE** Only *STERLING* cheques can be accepted.

DO NOT FILL IN THE AMOUNT ON THE CHEQUE (See the example above)

High demand can mean that a product is temporarily out of stock. If it would appear that we cannot supply the item within 28 days we will adjust the amount payable and despatch your order immediately.

We also try to apply the appropriate carriage charge, whether it is an envelope with a 34p\* stamp, or a 1.5kg parcel at £5.15\*. It would be impossible to work out in advance the weight of an assorted order, so the postal charge can vary enormously.

Therefore when making out your cheque, work out the value of your order **PLUS** the **MAXIMUM of £6.50** carriage charge (**see Carriage Charges**), then write this in as the maximum amount you wish to spend, as shown in the example. Your cheque is then secure. Your cheque cannot be completed for an amount greater than the maximum stated, but we can make it out for less when appropriate. In this way we can keep costs to you down to minimum. Please make cheques payable to ART VAN GO.

### ORDER VALUE & CARRIAGE CHARGES

There is no minimum order - your order can be as small as one pipette - but for orders under £5.00 goods value a £1.00 Small Order Charge will be added.

The Carriage Charge may be as low as 39p as post is charged appropriately to the weight of the parcel, plus VAT. Please allow a carriage charge of £6.50\* when paying by cheque (*see instructions above*) or by card. The actual charge will be calculated and charged at the time of despatch.

\*Rates quoted apply to UK Mainland only.

In every case, please make sure you have included your Name, Address and Telephone Number.

tel: 01438 814946

email: art@artvango.co.uk

web: www.artvango.co.uk

# ORDER FORM

If you do not wish to remove this page, simply copy the details onto a sheet of paper using BLOCK CAPITALS

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

POST CODE: \_\_\_\_\_ TEL. NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PRODUCT CODE	GOODS	QTY	PRICE	TOTAL
FAA11103	— Soda Ash 500g (Example p.34) —	1	£3.95	£3.95
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**\*N.B. PLEASE READ MAIL-ORDER PROCEDURE  
OPPOSITE**

**Product code should include 3 letters and 5 digits eg FAA 11103**

Total	
MAX * Carriage	£6.50

Payment by Cheque / P.O. / \*Visa / \*Mastercard / \*Switch (delete as appropriate)  
Sorry, we do not accept AMEX.

**\*Credit or Debit Cards accepted for orders of over £5 goods value**

Card No:  Expiry Date:

Switch Cards: In addition to card number please give: Valid From Date:

and/or Issue No:  Security Code:   
(3 digits)

Name on card: \_\_\_\_\_ Signature: \_\_\_\_\_

**Send To: ART VAN GO, THE STUDIOS, 1 STEVENAGE RD,  
KNEBWORTH, HERTS, SG3 6AN**

**Telephone: 01438 814946 or Fax: 01438 816267**

When phoning, please have your order, card details, address and telephone number ready.



## Conditions of Sale

### MAIL ORDER – Mainland UK

VAT is charged on all goods (apart from Zero rated/exempt goods) sent to addresses within the UK

**We charge for the carriage as it actually costs to send (plus VAT).** Therefore, we will despatch orders by the least expensive, most secure method for that parcel **to a maximum of £6.50.** Orders will generally be sent by the following methods unless requested by you, the customer.

Parcel weight under 1000gms: Second Class Post

Parcel weight up to 1500gms: First Class Post (there is no Second Class service over 1000gms)

Parcel weight 1500gms and above: Carrier Service

Exceptions to the above will include those items that fall into the list below.

### RESTRICTIONS

Hazardous: Eg. Transfer Solution & Airbrush Propellant - only supplied in person via the shop, van or events.

Royal Mail: Only available for parcels under 2kg and under 90cms in length

Standard Parcel: Only available for parcels under 20kg and under 150cms in length

Carrier: These services now make a charge of over £20.00 + VAT for parcels over 100cms in length

Highlands & Islands: Parcels sent to addresses with UK postcodes but not on the mainland or are within the Highlands (eg CI, IoM, IoW, NI) may incur additional charges for parcels that cannot be despatched by Royal Mail or Standard Parcel. This is due to charges made by carrier services.

We aim to despatch orders within one or two days but as a small, specialist supplier this may not be possible at times of high demand. Please allow 28 days. If the order is needed urgently - for example to complete a project, or in advance of a particular day (for a workshop, or as a gift), then please let us know and we will try to give it priority. We can then also advise you of stock availability.

To be able to bring you a wide range of products we deal with dozens of suppliers. At any time we may be temporarily out of stock of an item, and we can also occasionally experience difficulty in obtaining even quite run-of-the-mill products. If this is likely to cause a delay we will notify you. When appropriate, orders will be part supplied and we will place items we cannot immediately supply on Back Order, to be despatched as soon as possible. The total carriage charged for all parcels despatched as part of any one order will not exceed our Maximum Carriage Charge of £6.50

### MAIL ORDER – Rest of the World

VAT is charged (when applicable) on all goods sent to addresses within the EU unless the customer has their own VAT Number for that country. VAT is not charged on goods sent to addresses outside the EU.

The carriage charge for each parcel will be passed on according to the cost. Please make it clear whether the parcel is to be sent by surface or airmail. The most appropriate carrier will be used in each case.

We will fulfil the order to the best of our ability in one despatch. Although there may be exceptions, we will not generally hold any part of the order as a Back Order for addresses outside the UK.

### GENERAL CONDITIONS

Prices listed are inclusive of VAT at 15% (*Current rate at time of publication*)

As suppliers publish price lists at random times of the year, we reserve the right to alter our prices without notification. Most suppliers introduce at least one increase each year. A price update supplement may be published as necessary.

Title shall remain with Art Van Go until payment is received.

All products are supplied in good faith. Suitability of the product is the responsibility of the purchaser. Thorough testing of product, technique and procedure is recommended before embarking on any project. Art Van Go cannot be held responsible for product use. Our liability is confined to the value of the supplied goods alone. Any genuinely faulty product will be exchanged or refunded.