

INFORMATION SHEET – BREAKAGES, SECONDS & SHORTAGES

We know and appreciate how infuriating it can be to open a parcel and discover breakages, 'seconds' (items not of merchantable quality) or shortages.

Breakages.

We always endeavor to pack any goods being despatched as safely and securely as we possibly can, but due to the fragile nature of some of the items available from our range, we have to accept that breakages may occasionally occur.

The carrier that we currently use has proved to be reliable and trustworthy during the years we have been working together, and we do not encounter many problems, however please pay attention to the condition of the outer cartons that are delivered to you. If there looks to be any damage or distortion to the cartons, or if they look like they have been opened by a third party, please advise the delivery driver and ask to write a relevant comment on the paper copy delivery manifest that is carried by all drivers. If you are told that this is not possible, please **do not** sign the electronic pad, **do not** accept the delivery and contact us immediately.

Any breakages that are found after the parcel(s) have been signed for and opened should be reported to The Glass Scribe International Limited within 3 working days of delivery, or as soon as is possible if there are reasonable grounds for a delay in not reporting within this time. Please do not dispose of any glass or packaging until we have been informed – we may need you to return the item(s) to us.

Seconds.

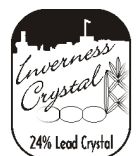
We import and stock a wide range of glass and crystal. We could not possibly inspect every item that passes through our hands! If you receive items that you feel are not of a merchantable quality, please contact us and advise what the problem is. Items that have chips, cracks and deep scratches over 5mm long are seconds. Certain mould marks, striation marks and bubbles in the glass are not considered as seconds, unless they are clearly visible in the only engraveable area of the item. We can inspect goods for you if required, and this service carries a 10% 'selection' surcharge.

Any seconds that are found should be reported to The Glass Scribe International Limited within 3 working days of delivery, or as soon as is possible if there are reasonable grounds for a delay in not reporting within this time. Please do not dispose of any glass until we have been informed – we may need you to return the item(s) to us.

Shortages

When despatching goods, we now have computer generated picking and packing lists that work with a numerical 'bin' system in our warehouse. This system greatly reduces the chance of the wrong quantity or incorrect items being despatched.

Please ensure that any parcels delivered to your premises have not been opened/tampered with. Goods on pallets will have an envelope showing through the shrink-wrap. Before signing for the delivery, tear the shrink-wrap and open the envelope to discover how many cartons are on the pallet. Sign accordingly e.g. 1 pallet/8 cartons.



Any shortages that are found should be reported to The Glass Scribe International Limited within 3 working days of delivery, or as soon as is possible if there are reasonable grounds for a delay in not reporting within this time.

Replacements/Credits.

We offer a credit note or replacements for breakages, seconds and shortages that are reported as per the guidelines above. Replacements will be added to a new or current order, FOC or, if required to be despatched immediately, will be subject to a carriage charge. Credit notes are usually issued within 5 working days, but this time may be increased during exceptionally busy or holiday periods. See our website Help page for further information.

Please **do not** make any deductions from any outstanding invoice without prior consent from our accounts department.

Exceptions.

We will not replace or credit the following:

Items that were supplied blank, but have since been decorated in any way.

Items that were supplied as seconds quality.

Please note that we **do not** accept returns of **any** U.V. sensitive materials (i.e. mask making films) unless said film was supplied incorrectly.

If you have any doubts regarding the above, please contact our offices; we will offer the best advice that we can to help resolve any problems.

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