



To \_\_\_\_\_ Company \_\_\_\_\_  
Fax / E-mail \_\_\_\_\_ Your Reference \_\_\_\_\_  
Date \_\_\_\_\_

## **ORDER ACKNOWLEDGMENT**

Many thanks for your purchase order.

To help improve our order processing times, please could you ensure the following have been included on your purchase order:

- A purchase order number / reference
- All your contact details
- Quotation number
- Information regarding templates
- Dimensions on drawings
- AutoCAD compatible drawings sent via email (if available) to the address below

### **MANUFACTURING DETAILS**

Manufacturing times are generally 2-3 working weeks from the date we receive:

- 1) Signed confirmation of acceptance of this order acknowledgment
- 2) Your official purchase order (customers with a credit account)
- 3) Payment in full (customers required to pay via pro-forma)
- 4) Templates
- 5) Missing information from the original purchase order

Actual manufacturing times are specified on quotations. If an enquiry was not originally quoted by us, the purchase order will be quoted for and will specify manufacturing times.

If the information on the purchase order differs to the information on the original quotation (quantities, sizes, specification etc), it will be re-quoted and we will need confirmation of acceptance of the new price.

### **AMENDMENTS TO ORDERS**

All amendments need to be submitted in writing. Amendments made to products already in manufacture (internally processed or externally sourced from our suppliers) will be charged accordingly.

### **DELIVERY DETAILS**

- We do not charge for delivery to your invoice address, when delivered on our next available delivery run to your area once your products are manufactured.
- A charge of £100+VAT is applied to orders requiring delivery to an alternative address which must be supplied with the purchase order; this will again be delivered on our next available delivery run to your area once your products are manufactured.
- Dedicated deliveries (specific day or time) need to be quoted for separately.
- If you require glass to be delivered on an A-Frame wooden stillage (forklift only), a charge of £100+VAT per frame will be made and you will be refunded once you have returned the frame to us.
- Any goods found to be defective due to quality issues, shortages or other reasons, must be reported in writing within 7 days of receipt of delivery. After this period, we will not accept liability and associated costs for replacements.
- The maximum delivery waiting time is 1 hour; a charge of £50 will apply for every hour or part of after.

### **COLLECTION DETAILS**

- If your products are required urgently or if you do not want to pay for a dedicated delivery, you can collect your products from our factory once they are complete.
- Collection times at our factory are between 08:00hrs and 17:00hrs Monday to Saturday.

### **TEMPLATES**

- Templates are not returned due to the limited space & weight restrictions on delivery vehicles.
- We do not return original templates, but a copy of the original template can be provided where a delivery charge will apply or you can collect.
- All original templates will be retained for 12 working weeks from the date of delivery.
- Complex templates may extend the manufacturing lead time by 5 working days.

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## **CONFIRMATION OF ACCEPTANCE OF THIS ORDER ACKNOWLEDGEMENT**

Please could you sign and date this document and fax (01484 517050) or email (sales@n-gn.co.uk) it back to us so as to agree to the order acknowledgement terms.

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_