

The Solar Trader - How to buy from us

May 2009

Our Prices

Prices shown on our web site are recommended retail prices including VAT at UK rates. If you are a reseller, shop or trader, and would like a copy of our standard trade prices, or a quotation for a particular item, please contact us. Otherwise please contact us for your nearest stockist.

Placing an Order

To place an order you need to be a reseller, shop or trader and you will need to have an account with us. To set up an account you will need to fill in our Account Application.

By placing an order with The Solar Trader you accept our Terms and Conditions. Please make sure you have read and understood these.

Once we have received your application and set you up on our system, we can take orders by phone (call Tina on 0845 003 9152), e-mail (tina@thesolartrader.co.uk,) or fax (0870 458 4936). Please be sure to include our product codes – if you don't include the product codes this could delay your order being despatched. If you need to discuss prices before you place your order please email jill@thesolartrader.co.uk, and if you need technical advice please email fran@thesolartrader.co.uk.

We will acknowledge your order receipt of your order by email, fax or verbally by phone, and let you know an estimated delivery date.

Payment and setting up an account

We accept payment by credit or debit card, cheque, PayPal (paul@thesolartrader.co.uk) or bank transfer. If you wish to pay by bank transfer please contact us for details.

Orders must be paid on a pro-forma basis, and your order will not be sent unless the funds are in our account.

To set up a credit account please contact us to request an application form. Credit accounts can only be set up subject to satisfactory references and credit checks and where you have an established trading history. Once we have received your completed credit application form we will let you know what your credit limit is. Credit accounts are strictly 30 days. Where your account is overdue, or if you are over your credit limit we will ask you to clear your account in full before we despatch your order.

Delivery

We aim to despatch orders within 2-3 days, but if you need a more urgent despatch please contact us. Parcels despatched within the UK are sent on a 24 hour service and will require a signature.

Please contact us if you require an overseas delivery.

Drop Shipping

We can send products directly to your customer, with no The Solar Trader identification. We can use a despatch note provided by you, or we can create one that shows the product coming from you. Please contact us for more details.

When Things go Wrong

We do our very best not to make mistakes, but if things do go wrong, please let us know as soon as possible and we will do our utmost to put things right.

If your goods do not arrive when you expect them to, please contact us for tracking information. Items

sent via Royal Mail (items under 1.5kg) cannot be considered lost until 14 days have elapsed. Items that are lost will be replaced or refunded by us.

If you don't receive what you expected, please contact us as soon as possible. If the goods are in stock we will despatch the correct items straight away, but will require you to return the original goods. You will be liable for the cost of these goods if they are not returned.

If we shipped the goods directly to your customer, they will need to return the goods to us before we redespach the correct items. If you wish us to despatch immediately, you will be liable for the cost of the original goods if they are not returned.

Returning product sent by us in error: You must obtain a returns reference from us; returns without a reference may be refused. Small items (less than 1.5kg) should be returned by you or your customer via Royal Mail, and we will credit your account with the delivery cost. For larger items we will send you a returns note and will arrange for our courier to collect the goods at a mutually convenient time. If we are unable to send the correct items we will credit your account with the cost of the order.

If your products arrive damaged, please contact us as soon as possible. If the goods are in stock we will redespach straight away, but will require you to return the damaged goods. Unless otherwise agreed, you will be liable for the cost of these goods if they are not returned.

Please check your goods carefully when they arrive, and tell the courier immediately if they are damaged. If you or your customers sign to say that the goods were received in good order we cannot subsequently accept liability for damaged sustained in transit.

If we drop ship for you, please ensure your customers are aware of this and make sure your policy reflects our own.

Returning damaged goods to us: You must obtain a returns reference from us; returns without a reference may be refused. Small items (less than 1.5kg) should be returned by you or your customer via Royal Mail, and we will credit your account with the delivery cost. For larger items we will send you a returns note and will arrange for our courier to collect the goods at a mutually convenient time. If we are unable to send the correct items we will credit your account with the cost of the order.

If your customer complains that they have received a faulty item please contact us immediately.

DO NOT return the item to us without speaking to us first. Where possible, and particularly with more technical products, we will run through diagnostics by e-mail or phone.

If your customer still wishes to return the goods, please arrange for the goods to be returned to us together with appropriate documentation (original invoice etc). We will test the goods, and if they are faulty and within warranty, we will credit the cost of the goods to your account or send a replacement at our discretion.

Returning faulty goods to us: You must obtain a returns reference from us; returns without a reference may be refused.

If your customer complains that they have received a faulty item **that we drop shipped for you**, they must make the complaint within 14 days. After this period The Solar Trader will not be liable for the cost of returning the goods. If your customer complains that an item **that you shipped to them** has developed a fault, then The Solar Trader is not liable for the cost of returning the goods. Please make sure that your policies reflect our own.

For drop-ship items where the complaint is received within 14 days of delivery only, small items (less than 1.5kg) should be returned by you or your customer via Royal Mail, and we will credit your account with the delivery cost. For larger items we will send you a returns note and will arrange for our courier to collect the goods at a mutually convenient time.

The Solar Trader will not be liable for the cost of return of any other faulty item.

If we send a product direct to your customer and they decide they just don't want it, we are under no obligation to take it back. This is an issue purely between yourself and your customer.