

# General Sales Information

## SALES ORDER VALUE INFORMATION

1. Orders with a net value of £0 - £49.99, are 10% discount regardless of product group, carriage £20.00 net.
2. Orders having a net value of £50.00 - £129.99, are subject to an additional carriage of £20.00 net.
3. Orders with a net value above £130.00, are carriage paid
4. Next day delivery charge UK & Scotland (except Highlands + Islands) £20.00 per Delivery Consignment
5. Highlands, Islands + Offshore - minimum order value £200 for carriage paid, 2-3 day delivery is carriage of £55.00 per Delivery Consignment.
6. Next day delivery charge before 10am, UK & Scotland (except Highlands + Islands) £42.00 net.
7. Next day delivery charge before 12 noon, UK & Scotland (except Highlands + Islands) £36.75 net.
8. Saturday morning delivery charge UK mainland only £55.00 net.
9. Northern Ireland - minimum order value £500 for carriage paid, 2 day delivery is carriage of £55.00 per Delivery Consignment.

All prices are subject to VAT.

## OUR POLICY ON RETURNED GOODS - All requests must be emailed to [accounts@mennekes.co.uk](mailto:accounts@mennekes.co.uk)

We accept returned parts that meet the following requirements:

1. Unused, in their original packaging, undamaged and re-saleable.
2. That all parts are current UK stock items.
3. No more than 12 months old, from purchase date.
4. If consent is given, goods must be returned to our Orpington address, carriage paid with the documentation providing the invoice number against which the products were supplied.
5. A 35% handling charge will be applied or alternatively we can accept a 2 for 1 compensating order
6. NB - Special products built to customer's specification are non-returnable

## HELPFUL CONTACTS

Please send all enquiries / orders to [sales@mennekes.co.uk](mailto:sales@mennekes.co.uk)

Department:	Name:	Tel No:	Email:
Sales	Russell Massey	01689 833522	<a href="mailto:sales@mennekes.co.uk">sales@mennekes.co.uk</a>
Sales	Roy Choules	01689 833522	<a href="mailto:sales@mennekes.co.uk">sales@mennekes.co.uk</a>
Operations/ Technical	David Lumley	01689 833522	<a href="mailto:david.lumley@mennekes.co.uk">david.lumley@mennekes.co.uk</a>
Accounts		01689 833522	<a href="mailto:accounts@mennekes.co.uk">accounts@mennekes.co.uk</a>

## PAYMENT DETAILS

MENNEKES Electric Ltd  
 HSBC Bank Orpington  
 Account No 11065068  
 Sort Code 40 36 17

	Create/ Amended:	approved:
Date:	11/05/2023	
Name:	David Lumley	