

## Terms and Procedures for use of the FUSS/AMU Group Buying Scheme

The Group Buying Scheme is one of our most popular services and will be an asset to any upholstery or soft furnishing business. However, to get the best out of the service and to cut down on the opportunities for mistakes to be made, please observe the following terms and conditions for use of the scheme.

### **Ordering:**

- a) All fabric orders must be confirmed in writing before any action is taken by FUSS/AMU or before ANY order is processed or reserved.
- b) If an order is to be cancelled the instruction must be relayed to FUSS/AMU in writing by fax, post or e-mail. Cancellation charges may be incurred in some cases.
- c) Returns incur a handling charge of between 20% and 40% of the total cost depending on the supplier.

### **Payment:**

- a) Payment is to be made in ADVANCE.
- b) All cheques for fabric orders MUST be made payable to Furnishing and Upholstery Support Service ( FUSS LTD ). We cannot accept cheques made out to the AMU our sister company.
- c) All cheques over £400.00 will have to be cleared either by overnight clearance at £12.00 plus VAT or seven days clearance at no charge. Fabric ordered and awaiting clearance of payment will be reserved where appropriate.
- d) Credit card orders i.e. ALL Mastercards and Visa cards will incur a 4% handling charge.  
Switch and Delta debit cards incur NO SURCHARGE.
- e) Overnight and Saturday deliveries where required may incur additional carriage charges.
- f) Dishonoured cheques RD - Returned unpaid or RDPR - Refer to Drawer Please Represent. In all cases the customer or drawer will be charged £10 plus VAT on each occasion the cheque is returned unpaid to cover our extra administration costs and charges levied by our bank. **No further orders will be processed until such charges are paid.**

### **Delivery dates:**

- a) Delivery dates cannot be guaranteed.
- b) Our liability is limited to the value of the goods on order.
- c) Shortages must be notified within seven days of delivery.

### **Quality and Quantity:**

- a) **DO NOT CUT, ALWAYS CHECK FIRST. Please remember, WE DO NOT SEE THE CLOTH, IT IS SENT DIRECT TO YOU OR YOUR CLIENT.**
- b) **Important:** If pattern and dye / colour match is critical, you are advised to check carefully that the goods, when they arrive, are of a standard of colour, pattern and general quality which is acceptable to both you **and your client.**
- c) **NO liability will be accepted for mismatch of colour, design or quality once the cover has been cut.**
- d) We do not think it is reasonable to expect you to check an entire roll of fabric, **but we do expect purchasers to check they at least have the right cloth and colourway BEFORE CUTTING.**
- e) Mistakes do happen from time to time and when they do we need to act quickly, therefore, vigilance should be exercised **when ordering any fabric.**

### **Sampling:**

- a) Please ensure your sampling is up to date. Old pattern books are sometimes modified and amended and the designs may vary from the cloth being supplied. Always ask for a stock cutting if you are unsure.