



**Terms and conditions of standard delivery**

Order processing will commence within 5 days of signing of contract with the CUSTOMER.

All orders must be submitted by email to the email addresses below:

Sylawia Pawelek [orders@soltherm.co.uk](mailto:orders@soltherm.co.uk) ; 01908 533 444 mobile: 07884265547

CUSTOMER shall nominate authorized person/s to place orders:

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1. Orders must be submitted by an authorised person and include:

- \* The full name of the company placing the order
- \* The range of products required
- \* Quantity of each product type
- \* Full delivery address
- \* Contact person authorised to take delivery,
- \* Suitable delivery hours

2. SUPPLIER lead time for deliveries is 10 working **days from the acceptance of the official order.**

3. SUPPLIER is not liable for any errors arising from CUSTOMER negligence in placement of orders.

4. SUPPLIER may refuse to accept an order for the following reasons:

- \* Payment arrears
- \* Exceeding agreed credit limit
- \* An order placed by an unauthorised person
- \* Orders placed without following the agreed procedures (email only)

5. SUPPLIER reserves the right to partially fulfill an order, while at the same time informing the CUSTOMER about the date of implementation of the outstanding balance of the order.

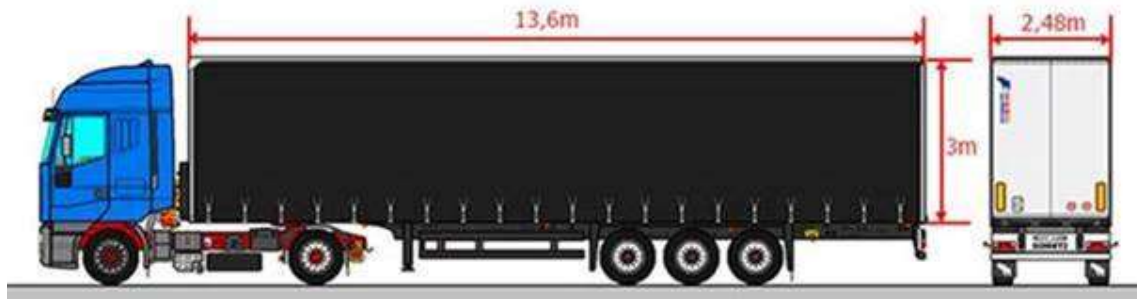
6. SUPPLIER may impose additional DELIVERY charges to the CUSTOMER in the case of incorrect delivery address, or failure to provide suitable off loading facilities

7. CUSTOMER may change or cancel the order, no later than 48h from placing an order, by notifying Customer Service representative by phone and follow up email.

**SUPPLIERS LIABILITIES**

1. Providing all aspects relating to the order are met, SUPPLIER will confirm acceptance of the order within 24h

2. Standard deliveries from the SUPPLIER consist of full loads ONLY in 24 tonne articulated lorries, or 22 tonne temperature controlled trailers as per dimensions below:



3. SUPPLIER may refuse delivery due to:

- \* inaccessibility
- \* a lack of prior information regarding site logistical difficulties
- \* risk of damage to the delivery vehicle, goods, property arising from unsuitable access to the unloading area.

4. SUPPLIER will provide official delivery note and any other relevant documents

5. SUPPLIER standard delivery times are Monday – Friday between 8 – 17.30

**CUSTOMER OBLIGATIONS:**

1. CUSTOMER shall nominate authorized person/s to accept and sign for deliveries

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2. CUSTOMER agrees on signing the delivery note that all quantities are correct as per delivery note

3. CUSTOMER agrees on signing of delivery note that all goods were received in good condition.

4. CUSTOMER agrees to confirm receipt of goods by signing official delivery note

5. CUSTOMER agrees on signing of delivery note, that all goods will be fully paid for as per agreed trading terms.

6. CUSTOMER shall provide suitable unloading facilities for SUPPLIER's delivery vehicle (articulated lorry), and ensure completion of unloading within maximum 3 hours after arrival at designated unloading area.

7. CUSTOMER is required to provide an alternative unloading area in the event of unforeseen difficulties with the previously designated unloading area.

8. CUSTOMER shall keep detailed record of receipt of the goods. In case of any quantity irregularities, or damages to goods CUSTOMER must immediately notify the SUPPLIER and fill in the appropriate forms. Photographic evidence is also essential.

**PLEASE NOTE:**

- A tailored delivery service may be arranged to meet specific site requirements e.g. time restriction, specialist vehicle requirements, tail lift, rigid etc . However, **surcharges** apply for these services.
- Any delivery other than the standard conditions will be subject to an additional charge, price needs to be negotiate with the office dependent on postcode and special requirement.
- Tailored delivery requirements should be discussed and referred to in writing.
- **The delivery lead times are intended as a guide only and are subject to change.**

**PACKAGING:**

SOLTHERM NAME	UM	QUANTITY IN THE PACKAGING [kg/l/m2]	QUANTITY OF BAGS/ BUCKETS ON THE PALLET	TOTAL WEIGHT OF THE PRODUCTS ON THE PALLET
ADHESIVE FOR EPS SOLTHERM SA 25KG	bag	25	48	1200 kg
UNIVERSAL BASE COAT ADHESIVE FOR EPS SOLTHERM UB 25KG	bag	25		
WINTER UNIVERSAL ADHESIVE/BASE COAT SOLTHERM WB 25KG	bag	25		
UNIVERSAL BASE COAT WITH MICROFIBRES SOLTHERM UB-P 25KG	bag	25		
WHITE ADHESIVE WITH MICROFIBERS FOR EPS SOLTHERM BC-P 25KG	bag	25		
ADHESIVE FOR MINERAL WOOL SOLTHERM MA 25KG	bag	25		
UNIVERSAL BASE COAT FOR MINERAL WOOL SOLTHERM MB 25KG	bag	25		
MINERALTEXTURE COAT SOLTHERM MTC 20 25KG	bag	25		
MINERALTEXTURE COAT SOLTHERM MTC 15 25KG	bag	25		
DASH RENDER RECEIVER SOLTHERM SDR 25KG	bag	25		
LEVELLING RENDER COMPOUND SOLTHERM LRC 25KG	bag	25		
PRIMER SOLTHERM AP COLOUR WHITE 25KG	bucket	25	24	600kg
SILICONE PRIMER SOLTHERM SNP COLOUR WHITE 25 KG	bucket	25		
DISPERSION ADHESIVE BASES SOLTHERM DA-P 25 KG	bucket	25		
PREMIUM SILICONE TOP COAT SOLTHERM SFC-P+15 BASE 30 25KG	bucket	25		
PREMIUM SILICONE TOP COAT SOLTHERM SFC-P+20 BASE 30 25KG	bucket	25		
PREMIUM ACRYLIC TOP COAT SOLTHERM AF-P+15 BASE 30 25KG	bucket	25		
PREMIUM ACRYLIC TOP COAT SOLTHERM AF-P+15 BASE 00 25KG	bucket	25		
PREMIUM ACRYLIC TOP COAT SOLTHERM AF-P+20 BASE 30 25KG	bucket	25		
ACRYLIC TEXTURE RENDER SOLTHERM TR BASE 00 25KG	bucket	25	24	626kg
PREMIUM SILICONE TOP COAT SOLTHERM STC-P+ 30 18L	bucket	18	44	440kg
DEEP-PENETRATING SUBSTRATE PRIMER SOLTHERM SP 10KG	bucket	10	33rolls	260kg
SOLTHERM MESH 158 50M2	m2	50	30rolls	252kg
BOLIX HD MESH 335/S 25M2	m2	25		

#### ANCILLARY MATERIALS:

SOLTHERM NAME	UM	QUANTITY IN COLLECTIVE PACKAGING	WEIGHT OF THE PRODUCTS IN THE COLLECTIVE PACKAGING
ALUMINIUM STARTER TRACK 1.0 2.5 M	pc	20	about 20kg
PVC CORNER BEAD WITH MESH 100X100 2.5M	pc	50	12kg
DRIP EDGE PROFILE 2.5M	pc	25	8kg
WINDOW REVEAL BEAD WITH SEALING TAPE 2.6M	pc	50	12kg
CLIP ON DRIP BEAD WITH MESH	pc	20	6kg
SELF-EXPANDING SEALANT TAPE 15/4/20 8M GRAY	pc	13	6kg
6 MM STOP BEAD 2M	pc	25	5kg
HAMMER IN FIXING 8x60	pc	100	5kg
LOW-PRESSURE INSTALLATION FOAM PM-L	pc	12	about 8 kg
MASTIC SEALANT PU-50FC WHITE	pc	12	about 8 kg