

Birlea Furniture Ltd

New Customer Welcome Pack

Thank you for opening your trade account with Birlea Furniture Ltd.
This welcome pack will provide all of the information needed to start using your account and placing orders with Birlea.

1. Orders, Delivery and Returns Procedures

1.1 Orders

When you are ready to place an order, we require all orders to be placed via our trade webshop. Our webshop allows you to track the progress of any orders, view your invoices, credit notes and shipments and also make payment. The webshop also shows full item attributes, prices and stock. To request access please email info@birlea.com and we will happily set up your account.

Alternatively we require all orders to be placed either by a CSV file and emailed directly to salesorderautomation@birlea.com (Further instructions can be found on our website here: <https://birlea.com/order-import/>). If you require further assistance on how to place and order then please contact info@birlea.com.

1.1.1 Pro Forma

If you are a pro forma customer, you will receive an invoice by email for you to pay against before your order can be released. Please make sure to provide us with an up to date email address when setting up your account. Once the pro forma has been received you will need to call our accounts department to make payment so that the goods can be reserved on our system. We accept payment by bacs or credit/debit card.

Once the Proforma Invoice has been sent to you, our system allows us to hold the order for 7 days. If we have not received a payment within this time frame, the order will be cancelled from our system. If you still require the order after the 7 days have expired, you will need to re-order it with the relevant order department.

1.2 Transport

Once your order has been processed it will go through to our transport department and providing that all items are in stock and the order meets our minimum order value of £250 (please note for northern Scotland the minimum order value is £400) your order will be dispatched within 7-10 working days.

When your order is ready for dispatch our transport department will give you a call to book in delivery. All bookings will use your reference if one has been provided and we will run through the items being delivered to you. You will be told what day the delivery will be.

If you have any replacement orders, we will also book these in for collection when your delivery is booked in. Please be assured that booking in will not be done by leaving a message on an answerphone system.

Any queries you have regarding your delivery or outstanding deliveries please contact our team directly on transport@birlea.com.

2. Customer Services/ Returns

For us to process a customer service request, a completed service form will need to be emailed or faxed over to customerservices@birlea.com or 01332815750. All information needs to be supplied on the form including relevant images to support the request. Any requests sent over that are not completed on the form will be referred back to yourselves. For a copy of the service form please use the link below:

<https://birlea.com/customer-complaints-form/>

With regards to any replacements, we supply the relevant box containing the parts to resolve issues and avoid the return of whole items. Please note that we look at all replacement requests on an individual basis.

Once the replacement item has been placed on order a return order will be generated for the collection of the damaged/faulty part. The delivery driver will bring the collection note for this on your next delivery. A copy of your collection note should be retained by you for your records. If a return order is not required, you will be made aware of this once the replacement order has been processed.

Upon return of the item to our warehouse an inspection will be carried out and credit will be raised to compensate for the invoiced replacement item.

We will attempt to collect the faulty item three times. Failure to provide the driver with the item on the final collection attempt will result in the invoice for the replacement item becoming chargeable and due for immediate payment.

3. Birlea Website – www.birlea.com

3.1 Product Information

Our website displays all the product information you need in easy to use formats. You can find product codes, dimensions, weights, and box numbers along with available colours, images, and dimension diagrams.

Assembly instructions are also available plus you can watch 360° videos of selected items.

A more detail product spec can be found on our PIM (Product Information Management Portal). Here you can download the latest images, assembly instructions and detailed product specification. This can be viewed here: <https://ecatalogs.plytix.com/5f34f0d2ca278c6119f798eb>

Please note that this is a live portal so will always update.

3.2 Stock Information

information is now live on our website so you can quickly and conveniently check if an item is available in stock, and what quantities are available. Out of stock items also display when they are due back into stock.

A downloadable stock report is also available in a csv format which can then be saved as either an excel file or a PDF for your convenience.

To access this stock information, you will need to visit our website and create your online account using your account number, email address and company name.

3.3 Blog

Keep up to date with everything that's going on at Birlea by reading our blog. We have regular updates about products, trends and industry news as well as behind the scenes interviews with the Birlea team.

We also send out regular email newsletters with the Mail Chimp service – to make sure you receive these updates send your email address to info@birlea.com to be added to the mailing list.

3.4 FAQ's

If you have any questions about products that can't be found on their item page on the website, or if you have any questions about how Birlea operate, or just a question in general, make sure to take a look at our FAQ section where you will more than likely find what is you're looking for.

3.5 Product Care

On our website you can also find details on how to correctly care for your furniture to ensure it stays in the best condition possible. This includes how to look after different materials used in the construction of Birlea products and the different types of product finishes that we use.

3.6 Meet the Team

If you want to find out more about the team at Birlea have a look at our "meet the team" feature on our website at www.birlea.com/meet-the-team where you can see who is responsible for what in the Birlea office.

4. Next Day Delivery Service

Here at Birlea Furniture we have found that it has become a necessity to standardise our daily procedures regarding carrier account deliveries to ensure the prevention of any misunderstanding with ordering, returns and replacement items requested going forward.

4.1 Next Day Order Procedure

All next day orders should be emailed across to nextday@birlea.com and should be received no later than 4.00 PM Monday – Friday for all carrier accounts. Please use our CSV template which can be downloaded here: <https://birlea.com/order-import/>.

All daily orders must be collected by your carrier by no later than 5.45 PM Monday - Friday. We cannot guarantee loading if your carrier arrives after this time.

If you wish to speak directly to your account representative, please call the office on 01332 812870 and ask to speak to a member of our next day team.



order has been placed, we cannot accept any cancellations or amendments as orders will have already been processed due to the short turn around period.

4.2 Next Day Customer Services

Any customer service issues need to be emailed directly to customerservices@birlea.com or alternatively they can be faxed across to 01332 812750 in the format of the service form, to ensure they are dealt with. Details will not be taken over the phone.

4.3 Next Day Returns

Service forms emailed or faxed over will be processed and a Birlea return order number will be provided for your courier to quote when the goods are returned to our warehouse. Please note that no item will be accepted for return at the Birlea warehouse without a RO number or if the item is unboxed.

The faulty item must be returned by your courier within 28 days.

To place an order for your replacement item you will need to send an email across to nextday@birlea.com on the day of dispatch before 4 pm and your courier will be able to collect the item from us on that day provided that the item is in stock.

Once the returned item is received back to Birlea it will be inspected for credit.

If the return is due to the item being dispatched incorrectly from our warehouse, we will only issue credit on the condition that all boxes are returned to our warehouse in good condition.

If it is concluded that any returned item is damaged as a result of transit, we will inform you immediately and a claim will need to be made with your courier company.

4.4 Next Day Mattress Service

We now offer a next day delivery service for all our SleepSoul mattresses. Orders will need to be sent to nextday@birlea.com by 4pm on the day of despatch. Deliveries are made Monday – Friday between the hours of 8am – 6pm. Charges for this service start at £22.50+VAT per mattress, Saturday and out of area deliveries are available but at an additional charge. Please contact the office for more information.

Cancellations- you will need to inform our next day team by 4pm on the day the order is placed. If a cancellation is sent after this time we cannot guaranteed and will still be charged to your account if goods have been despatched.

If you wish to cancel an order you must send a cancellation email to nextday@birlea.com within 1 hour of placing your order. Any cancellation requests sent after 1 hour will be refused.

Please use our CSV template which can be downloaded here when placing an order for mattresses: <https://birlea.com/order-import>

Whilst

our 3^d

party courier will endeavour to meet the next day delivery, situations where delays may happen, and the delivery may take longer than 24 hours. We will not credit back any charges on our next day delivery service is delivery takes longer than 24 hours for reasons beyond our control.

5. Direct Home Delivery (DHD) Service

We currently offer a one man and a two-man direct home delivery service, along with this welcome pack you will find a product list identifying which products are one man and which are a two-man delivery service.

Please use our CSV template which can be downloaded here when placing an order for direct home delivery: <https://birlea.com/order-import>

Please note that **all** deliveries made on our direct home delivery service, does not include any unpacking, assembly, or removal of packaging.

5.1 Service

We aim to deliver all orders within 7-10 working days, this is dependent on stock availability at the time of ordering.

Any orders for out of area postcodes will be fulfilled by our third-party courier. Customers will be contacted by our home delivery team to arrange a convenient date for delivery Mon-Fri. Items will be managed by 1 man or 2-man process dependant on the weight and cube of the item being delivered. 1-man items will be delivered kerb side and 2-man items into room of choice dependant on accessibility. Customers will be contacted via phone or text from our courier with a confirmation of the delivery and a time slot.

5.2 Ordering Procedure

All orders should be emailed directly to homedelivery@birlea.com where they will be processed for you. All orders must include the full delivery address, a contact name and phone number and an email address. Please use our CSV template which can be downloaded here: <https://birlea.com/order-import>

5.3 Booking In Deliveries

All direct home delivery orders will be booked in directly with the customer by the Birlea home delivery department, and we aim to give as much notice as possible, with 3 days being the minimum.

The customer will be contacted by phone and will be advised of a delivery date with an all-day slot of 8AM – 4PM. We also offer the facility to call the customer an hour to half an hour before delivery is due if this is required.

To protect the safety of your customer's goods, it is compulsory all deliveries are to be signed for. If for any reason the customer is not at the delivery address within the time slot confirmed, our driver may, for your convenience, attempt to leave the parcel with a neighbour to avoid disappointment however we cannot leave the item in a safe place e.g. garages, sheds or porches.

5.3.1 Contact Process

Customers will be contacted a maximum of 3 times to arrange the delivery. Answerphone messages will be left when available. Your customer will have up to 5 days to get back in touch with Birlea to arrange the delivery. If, after 5 days, the customer has not been back in touch retailers will be contacted to advise the order has been cancelled.

5.4 Contacts & Communications

If you wish to speak directly to our Direct Home Delivery team then please call us on 01332 812870.

You will be notified of all deliveries made by the Birlea home delivery service after the delivery has taken place by receipt of an invoice.

5.5 Pricing Structure

5.5.1 Zone 1: England & Wales (UK Mainland only)

The one-man direct home delivery service to the customer's home will be charged at £30 plus VAT for the first item and £6 plus VAT for every additional item. Please note that London addresses inside the M25 will have a £1.50 surcharge applied.

The two-man direct home delivery service to the customer's home will be charged at £50 plus VAT for the first item and £6 plus VAT for every additional item. Please note that London addresses inside the M25 will have a £2.50 surcharge applied.

5.5.2 Zone 2: Lower Scotland- Courier

The postcodes that direct home delivery is available for in Lower Scotland are:

- DG
- EH
- FK
- G
- KA
- KY
- ML
- TD
- CA
- LA

The one-man direct home delivery service to the customer's home will be charged at £45 plus VAT for the first item and £6 plus VAT for every additional item.

The two-man direct home delivery service to the customer's home will be charged at £75 plus VAT for the first item and £5 plus VAT for every additional item.

5.5.3 Zone 3: Scottish Highlands- Courier

The postcodes that direct home delivery is available for Scottish Highlands are:

- AB
- DD
- IV
- KW

- PA
- PH

Due to the distance and remote location of the above postcodes, **all deliveries** will be sent on a two-man direct home delivery service to the customer's home. This will be charged at £75 plus VAT for the first item and £10 plus VAT for every additional item.