

New Customer, Proforma, Small Order and Account Guidance - May 2018.

Basic probationary measures

As a default all new customers will be started on a Proforma basis – The account start date, any insurance or storage if requested or offered and other pertinent details will be stored on our system.

Once a customer reaches approval then this information is retained permanently even if they do not order again. (see separate GDPR statement). The offer of proforma or invoice is based on length of time as a trading partner and order size

Any new customers professing to represent an existing customer/company but not actually known to us will be required to prove the fact by association/cc emails/official PO, etc. Once this is accepted then they will be placed on Account. Until then all orders will be on Proforma basis.

Specifics

- If a new customer is guaranteed by another already well established customer, then they MAY be able to go straight onto account from inception, subject to a limit of £1,000 on account.
- For orders up to £1,000; The basic term is three orders on a proforma basis within a year OR five orders within an open period before Account status is granted.
- For orders up to £3,000; The basic term is five orders on a proforma basis AND at least one year of trading with us.
- For orders up to £8,000; The basic term is five orders AND at least two years of trading with us.
- Any orders over £18,000; These will be proforma, irrespective of trading period, except by managers discretion and the reasoning must be recorded. A deposit may be an acceptable way forward.

Late Payment

Wells understands cash flow can sometimes be a problem and tries, where it can, to be accommodating. Therefore if you are struggling with a payment, please contact us BEFORE you are overdue. However, if without approval, or notice, an account customer:

- Becomes more than 30 days overdue, then they will go back into a probationary period as though they were a new customer.
- Repeats the above twice, then they will be placed on a permanent Proforma basis.
- Becomes more than 60 days overdue, then they will also be placed on a permanent Proforma basis.

Overseas Customers

All customers from outside the UK are on a proforma basis except by managers discretion and the reasoning must be recorded. A deposit may be an acceptable way forward.

T2 products

Purchasers of T2 products can only be Established Approved customers. New customers requiring T2 products will therefore will be required to send a copy of their PLI or a professional training qualification to establish their professionalism. (T1 products do not require this - See also separate guidance on T1 and T2 products and users).

Small Orders

On most orders Wells charges nothing extra for Packaging and Transport Preparation, however, on orders less than £250, we reserve the right to make an additional charge of £25 to cover our out of pocket expenses.