



# SAMPLES POLICY

We are happy to support our customers by providing samples in relation to potential projects. We see this as an important part of our duties, as we want our customers to be happy with the quality of the products and print.

## **SAMPLE PRODUCT COST**

In most cases sample products are provided by us at no cost to our customers. As standard, we offer generic 'your logo here' branded versions of the majority of our products, demonstrate the products taste and print quality.

Please always check with us first to ensure the product you require a sample of can be provided free of charge.



## **BRANDED SAMPLES**

If you do require us to print branded toppers for samples, then the usual origination cost of £25 will be charged as the time and work involved is the same as a full order.

As some of our individual packaging processes require set-up time, we aren't always able to offer final packaging specifications on custom branded sample items. We can however provide generic 'your logo here' branded samples, along with an example print of a custom image topper, or the actual branding on the product, but packed in a temporary bag.

This solution allows you to see the quality of the product and packaging, while also showing the print quality of your chosen image. We strive to provide the example print in an eco-packaging solution, in line with our eco packaging guidelines.

If we do find that the product you require a sample of is going through our production line, namely the packaging process, we will be sure to include your sample items. This would allow us to offer the sample in final specification packaging.

## **SUNSEQUENT ORDERS FOLLOWING SAMPLES**

If the branded sample results in an order and the original printed image does not change, we are happy to offset the origination charge against the order. If the image changes drastically from the sample print we may need to charge another origination charge.

We cannot offset the delivery costs of samples against resulting orders.



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## DELIVERY COSTS AND OPTIONS

**Royal Mail:** If you do not need the samples on a specific day and the products are not fragile, they can be sent via Royal Mail. These will be sent as either a large letter or small parcel. These delivery options do not incur a cost.

**APC Couriers:** Our courier service is used when samples are:

- To be delivered on a specific day
- To be delivered by a specific time on that day
- Over 2kg in weight
- Fragile products (for example our frosted cupcakes or celebration cakes).

We can send non-fragile items up to 1kg via courier if a specific delivery day is required. This is via the Mail Pack service.

		COURIER	
		Mailpack Up to 1Kg	Lightweight Up to 5kg
		Next Day	Next Day
		Tracking	Tracking
			Fragile Delivery
			Fragile
By 11:00	Not Available		£16.93
By 13:00			£10.49
By 17:00		£5.80	£7.99

**IMPORTANT:** If you are passing delivery charges onto a client, please check with us before informing your customer to ensure you have the right delivery method and cost.