

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.

COST

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.



We do ask that our customers cover the cost of delivery on sample items that require delivery by courier. This covers the direct cost of packaging and shipping at our end. Any products that can be sent in large letter or small parcel sized packaging will be sent via Royal Mail at no cost unless you need them to be tracked with a POD.

There are various options around delivery on items sent via courier. Small items in postal sized packaging can be couriered as 'mailpacks'. Other larger sized boxes can be sent as lightweight consignments. There are 3 available target time slots, with varying costs for each. Please see the matrix below as a guide to the costs for each available delivery option.

		COURIER	
		Mailpack	Lightweight
		Next Day	Next Day
		Tracking	Tracking
			Target Time Slots
			Fragile
Pre 11:00	Not Available		£16.93
Pre 13:00			£10.49
Pre 17:00	£5.80		£7.99

Our various Royal Mail services also give you a range of options, including tracking, signatures and delivery speed. Large letter items are products that can fit within a 2cm deep



SAMPLES POLICY

box, such as a biscuit or postal brownie. Products that are larger than this can be sent as a small parcel. We are unable to send our frosted cupcakes via Royal Mail, as they must be couriered as a fragile item. Other products are robust enough to be sent via the Royal Mail network.

Please note that we are happy to subtract any sample costs incurred from the invoice value of a final order, however we would need this detailing on any PO or order documents sent over. Our team would need to be made aware prior to the sending of your invoice, as we cannot adjust them after this point. The total product cost on the invoice value would need to exceed the value of £100.00, we cannot offset against delivery costs.

We place a limit of 5 units on sample products, however if more are required, we can arrange this. There may be an associated cost with this, depending on quantity and products.

There are certain products that we cannot offer zero cost samples on, for example certain chocolate items. In this instance, you will be made aware of this, and any associated costs would be discussed.

BRANDED SAMPLES

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.

We also do not place an origination charge on any sample orders, as we are able to set-up the image quickly for small print runs.