



# FAQ's

**Q.** Can anyone purchase products from Tools of the Trade Ltd?

**A.** We are a distributor and therefore will only sell to retailers/resellers. However, please feel free to get in touch with any questions you might have as we can also direct you to your nearest stockist.

**Q.** How do we become a stockist?

**A.** Please use the "Contact us" or "Become a stockist" tab and someone from our team will be in touch. Bear in mind, you must have a business and be a reseller to become a stockist for us.

**Q.** We are already a stockist/customer, how do we order via the website?

**A.** Please contact our Customer Support Team and request for your account to be set up with log-in information. Or you can use the link at the bottom of the Home Page: "Apply for an account"

**Q.** Can we access better pricing / request quotations via the website?

**A.** All promotions available will be detailed on the website. This means if your order qualifies, you will get the promotional deal automatically applied to your order. If your enquiry is for specific pricing based on quantity, please contact our Customer Support Team directly, or a member of our Sales Team.

**Q.** Do we get better pricing for a website order?

**A.** In many instances the pricing will be similar. We are working on some incentives to encourage ordering via the website and ways to reward customers who use the facility regularly. This may be in the form of an annual rebate - We'll keep you posted!

**Q.** How accurate is the stock feed?

**A.** The stock feed refreshes each and every night. However, please view our T&Cs for more information.

**Q.**

What happens if we order a product that is out of stock?

**A.** If a product ordered is out of stock our Customer Support Team will contact you and ask if you want to place the item(s) on back order or cancel the line.

We will do our best to supply an accurate delivery date based on the information we have from suppliers/shipping contractors.

**Q.**

Is there a MOV or MOQ?

**A.** Minimum order value (MOV) is set at £60, orders under this value will not be processed.

Most products can be ordered in singles, however there are some items that must be ordered in box quantities that will have MOQ's set on the website.

**Q.**

What if my order is below carriage paid?

**A.** If your order is below carriage paid you will receive a prompt at "checkout". The prompt will inform you of how much you need to spend for your order to qualify for carriage paid.

Customers also have the option to pay for delivery if they do not want to increase their order value.

**Q.**

Is it possible to purchase non-stock lines?

**A.** Yes, we can order in non-stock line items (subject to T&C's).

Non-stock line requests need to be under a brand that we represent.

The product/s also need to be available to us in the UK.

Please note that we are unable to process non-stock line orders via the website. You will need to contact our Customer Support Team.

**Q.**

Can I amend / cancel my order?

**A.** Orders that have not yet been dispatched can be cancelled or amended via our Customer Support Team.

If the order is already in transit, our internal team will work with you to find a solution.

**Q.**

Can I see my previous orders?

**A.** Yes, previous orders are available to view via the website.

If you order the same products in the same quantities regularly, these can be added to your saved order pad. You will then have an order waiting for when you log-in to your account. This order can be completed in a few clicks (so, you will need a new excuse to get out of the drinks round).

**Q.**

Can I track my order via the website?

**A.** Tracking updates are not available via the website. However, you will receive an order confirmation complete with an expected delivery date.

If you would like to track your order/s, please confirm this with the sales office and send relevant contact information that can be forwarded to the courier. You will then be provided with tracking information/updates at the point of dispatch from our premises.

**Q.**

Can I send orders direct to my customer?

**A.** Sadly, we are unable to send orders direct to your customer as our insurance does not cover this. Therefore, we will only deliver to the delivery address/s specified on your account.

**Q.**

Can I set up multiple buyers / multiple delivery addresses?

**A.** Yes, there is the functionality to have sole purchasing responsibility for 1 site or multiple sites.

If you prefer, you can set up multiple buyers and purchasing for delivery to multiple locations/sites. This can be done by you in your account settings.

**Q.**

Will you send items out on a "Dropship" basis?

**A.** Our business model is built around being a distributor.

As we are not a 3rd party logistics provider, our systems and structure is unfortunately not set up for this.

**Q.**

What other documents can we access from the website?

**A.** The list of documents available for you to access via your account on the website are:

- Downloadable Datasheets for products technical information
- PDF download of our product guide
- Copies of invoices
- Order confirmations
- Account balance