

International transaction guidelines

1. We will not deal with anyone who does not have an email address. We will not accept a google address or gmail.
2. We require the registered business address of the firm and if they have a different trading address that address as well. We also insist that goods are collected from either their registered address or their trading address. If they are to be collected from any other address we require similar evidence of that company's existence and the premises address.
3. We require a landline number and call back on that landline to check the accuracy of any email received.
4. We require the full name of the person with responsibility for the transaction and their position in the company.
5. We require that payment should be from a bank account in the name of the customer direct to our bank account. We will not accept cash, bank drafts or any other form of payment of that nature.
6. We check out the company name and address that we have been given. We have negotiated with an agency that checks details of companies for them to be able to provide us with information of companies abroad on payment of a fee. If that produces an unsatisfactory or perhaps an ambiguous answer we can also check with our agents who have much more sophisticated systems.
7. We have made it a condition of accepting foreign business that we open and inspect specimen items on the delivery including the right to dismantle a pallet and check the inner items. We offer to carry out this work in the presence of the customer or the customer's agent but if the customer cannot provide an agent we make it clear we shall do this in any event and will thereafter reseal to the best of our ability but the item that has been opened will obviously display signs of being tampered with and will have our security tape seal on it.
8. We have arranged with our IT suppliers to ensure that all emails and paperwork are retained in relation to foreign work for a period of at least 6 years.