



## Trading Criteria 2019

### 1. Pricing

All Non Stock Tile Profiles and Colours will carry the following surcharge:  
(Current stock profile available at [www.russellrooftiles.co.uk](http://www.russellrooftiles.co.uk) for up to date profiles and colours)

Commercial Range	£200/thousand
Natural Range	£200/thousand
Regency Range	£50/thousand

All quotation prices are based on 28 tonne full load flatbed articulated vehicles unless otherwise stated.

All deliveries requested on vehicles *excluding* 28 tonne full load flatbed vehicles, will be subject to increased prices as marked on quotations.

All orders which are more than a full articulated load will have the part load balance invoiced at the part load price, which is highlighted in our 3 tier pricing structure and available on quotations.

All prices quoted are for deliveries within a 100 mile UK Mainland radius from our tile works unless stated on the quotation.

Any orders below the minimum order value of £500 will have a surcharge of £100 or the exact haulage applied if greater.

All quotations are in accordance with the Trading Criteria detailed herein and in association with our Terms & Conditions detailed on our website at [www.russellrooftiles.com](http://www.russellrooftiles.com)

### 2. Orders

Orders for roof tiles will only be accepted per pallet or per banded row.

All orders for Universal, Multi, Half round and Third round ridge tiles will only be processed in banded quantities (4 ridge in a band) all orders received will be rounded up to the nearest banded quantity.

Orders that do not conform to this criteria will be automatically rounded up to the nearest banded row and invoiced accordingly.

Orders for other ancillary products and fittings remain unaffected.

All orders and amendments must be faxed or emailed to our customer service department for invoice clarity prior to delivery.

Email Address: [orders@russellrooftiles.com](mailto:orders@russellrooftiles.com)

Fax: 01283 516 290

Any order placed that is for onward use by a customer for use outside of the mainland UK will be at the customer's risk. Russell Roof tiles will take no responsibility for breakage / shortage/ colour or quality with any product unless this has been agreed in writing prior to acceptance of the order.

### 3. Wooden Pallet Recovery Scheme

There will be **NO** collection available from developer sites.

A minimum of 50 wooden pallets collected from **yard** by our haulier = £1.00 per pallet credit

Pallets returned by yourselves to Lockerbie or Burton plants = £1.50 per pallet credit

Only pallets which meet our quality criteria on inspection will receive the above credit.

Collections from customer yards are subject to vehicle availability and yard access.

All collections are at our discretion and we will endeavour to meet requests within 20 working days, however in some instances this will not always be possible and some may be declined due to economics.

We reserve the right to reject damaged pallets which do not meet with our quality criteria.

### 4. Distribution

If orders are placed before 15:00 on day of order, upon receipt, deliveries will be made as follows:

Under normal market conditions, we anticipate availability as follows:

Stock Product	5 Working Days (1 Weeks)
Non-Stock Product	10 Working Days (2 Weeks)

(Stock product is based on current weeks of sales of specific product)

**These notice periods may vary from time to time at our discretion due to specific market demands. (Please see separate notification letters)**

To assist stock holding and improve efficiency; customers should supply accurate three monthly forecasts to their sales executive of all products required.

We are unable to accept responsibility and or charges for out of stock occurrences.

Customers should be notified, where possible up to 48 hours prior to delivery.

Orders, where possible, should be in full load and flatbed quantities to maximise delivery expectation.

We are unable to accept responsibility and or charges for later than requested deliveries.

We are unable to accept responsibility and or charges for later than notified deliveries due to circumstances beyond our control.

Should delivery requests be made and customer sites/yards not accept the ordered load, delivery charges will be levied as appropriate (see section 7 – Re-stocking).

Any order that is amended or has its delivery date altered by the customer within 48 hours of the notified shipment date will incur a minimum £500 handling charge to recover all RRT costs; which includes labour, packaging, re-packaging, re-stocking, transportation costs and administration costs. The exact costs will be advised at the time of the amendment being made. The Order will be then treated as a new order and the appropriate lead time applied from the date of the amendment (unless it has been agreed in writing by a Regional Sales Director)

Where amendments are concerned should they be of a minor nature as approved by a Customer Services Supervisor no charge will be incurred.

## 5. Vehicle Fleet Availability

Orders can be delivered in full load or multi drops to sites based on 28 tonne articulated flat-bed, articulated 28 tonne crane off-load and 28 tonne Moffett mounted vehicles.

Full load and multi drop wagon and drag vehicles are available for delivery; however this could result in extended lead times and will incur additional extra carriage costs dependent on location of delivery.

## 6. Collections

Collections are available from 8.00am to 16.00pm Monday-Thursday, 15.30pm on Fridays

48 Hours notice is required for collection orders. (orders received after 15.00pm will be classed as next day orders)

No collections can be made until notification is received from our office that materials are available, and NOT BEFORE. Notification will be given 24 hours prior to collection.

Attempts to collect materials without notification will be refused and asked to return upon notification.

Any collection order with a value of £250 or less will incur an automatic £100.00 surcharge to the order.

All orders must be collected within 3 working days of notification that materials are available. Failure to do so will result in materials being allocated to other orders and a new collection notification will be given when materials become available again. Should the order then not be collected within 5 working days, this will result in the cancellation of the order.

Orders placed after 15.00pm and requiring collection at 8.00am the following day may incur a delay of approximately one hour to allow administration staff to process and liaise with yard personnel.

## 7. Re-Stocking

Product will only be accepted back under certain business criteria namely:

1. The return of goods will not be detrimental to our stock holding position.
2. Product that is returned is less than 48 hours old and in a saleable condition.
3. Product accepted back will incur costs as detailed:
  - a) 20% of order value.
  - b) If the order value is less than £500 a minimum £100 surcharge will apply.
  - c) All transport costs associated with the original delivery along with any incurred costs by our company to collect the specified products will be deducted.
  - d) Any costs due to damaged product will be deducted on inspection when returned.
  - e) All costs detailed in a) – c) will be sent to you to confirm your acceptance in writing prior to our company accepting any returned goods.
  - f) Any costs incurred due to item d) will be notified to you by our customer services department as soon as possible.
  - g) No goods can be returned to our Tile works without written prior agreement by your RRT Regional Sales Director and confirmed in writing by a customer Director/ Manager Designate.



## 8. Accounts

Russell Roof Tiles payment terms are strictly 30 days net from month end invoice for all credit account customers.

Payment is strictly managed by our account collection colleagues at our Burton office.  
Payment in addition to cheque format can be made by BACS and Direct Debit:

Bank Name: Yorkshire Bank

Sort Code: 05 / 00 / 24

A/c Number: 68087489

Any rebate due will only be payable subject to the verification of the utilisation of all Russell Roof Tiles products on each roof and in accordance with the customer/specifiers written payment terms

Please contact our Accounts Department on:

Tel: 01283 517 070

Fax: 01283 516 290

Email: [accounts@russellrooftiles.com](mailto:accounts@russellrooftiles.com)

### Payment Instructions:

Please include Account Number and Invoice Number with payment and in all correspondence.

#### If paying by BACS please pay:

Russell Building Products Ltd.

#### If paying by cheque, please pay:

Russell Building Products Ltd.

Nicolson Way, Branston, Burton-on-Trent, Staffs, DE14 2AW

VAT Reg. No: GB115885496

Any delivery queries must be notified within 48 hours of delivery and any invoice queries must be notified to [accounts@russellrooftiles.com](mailto:accounts@russellrooftiles.com) within 5 working days of invoice.

Furthermore should any rebatable customer not use all Russell Roof Tile fixtures and fittings in association with Russell tiles on the same roof then all or part of rebate payments will be forfeited.

## 9. Technical

RRT will provide a free 'on-line' fixing specification service, when requested via our on-line software at [www.russellrooftiles.com](http://www.russellrooftiles.com)

All other forms of fixing specification requests will incur an additional charge of £50.00 per fixing specification, i.e. for each house type. However, RRT will still provide a free service where technical assistance is required due to 'non-standard detailing'.

## 10. Office Hours

Monday-Thursday 8.00am – 17.00pm

Fridays 8.00am – 16.00pm

## 11. Complaints Procedure

**Any complaint regarding the delivery or quality of product must meet the criteria below.**

### **Delivery and Acceptance of Goods**

Unless otherwise agreed in writing RRT will deliver the goods in normal working hours. The customer must ensure an authorised person from their company is present to sign for the goods when delivery is made. By signing the delivery docket the customer acknowledges receipt of and acceptance of the goods in accordance with RRT Terms and conditions.

### **Complaint Process**

A Complaint will ONLY be considered if the customer has reported an issue with the goods within 2 days of the delivery date. The complaint needs to be in writing supplying photographic evidence and detailing the issues concerned.

Or

The customer notifies the company in writing of any issues within in a reasonable period of time after the delivery, of an issue that would not have been apparent within 48 hours of delivery. The complaint needs to be in writing supplying photographic evidence and detailing the issues concerned.

If a complaint has been made within the above criteria the following process will apply.

1. If required an RRT representative will visit site to verify the issues raised and report their findings.
2. If a site visit is necessary then the customer must make sure the product is made available for inspection. If the product is not available for inspection then no credit will be considered.
3. If RRT find that the issue is not of RRT making (i.e. due to poor workmanship or not fitted in accordance with correct practice and Standards then RRT reserve the right to charge the customer for the visit and any associated costs.
4. If the complaint is a quality issue with the goods and is proven to be of RRT making, following investigation by RRT a credit will be raised in the form of either replacement product or a monetary credit to the customer account.

Russell Roof Tiles guarantees are deemed null and void where Russell Roof tile products are utilised with Third party products on the same roof without our Technical Directors written consent

### **Product Colour**

RRT Manufacture tiles to BS EN 490: 2011: "Concrete Roof Tiles and Fittings" which acknowledges slight colour variation may occur as a consequence of the production process, and under the influence of natural weathering, changes in colour and appearance can occur.

It is the roofing contractors' responsibility to ensure that roof tile colouring and the product finish quality is consistent to that specified. Roofing contractors should mix tiles on site from a minimum of 3 pallets to help to prevent patches or bands of colour in accordance with recommended industry good practice.

### **Efflorescence**

Due to the constituent nature of concrete products, an unpredictable, temporary change in appearance, known as efflorescence, occasionally takes place. Efflorescence or lime bloom is a natural phenomenon resulting from the reaction between cement and water which produces calcium hydroxide 'lime'. In certain conditions the lime will move through the concrete to the surface of the tile where it reacts with carbon dioxide in the atmosphere to produce a deposit of calcium carbonate crystals causing white patches.

It is not harmful and the effect is only temporary and weathering, wind and rain will gradually remove the deposits leaving the true colour of the tile. It can occur at any time after manufacture and it should be noted, it is only superficial and in no way, affects the quality or functional properties of roof tiles. The length of time efflorescence remains varies as it is influenced by the weather.

**For full details please see our Terms and conditions which you can find on our website:  
[www.russellrooftiles.co.uk](http://www.russellrooftiles.co.uk)**

### **12. Health and Safety**

Please be advised as of 01/12/2011, all Russell Roof Tiles sites became Class 2 PPE standard.

All employees are fully compliant and all customers/suppliers attending site for loading or unloading of product must be compliant to Class 2 should they wish to exit their vehicle.

Class 2 in accordance with Russell Roof Tiles and HSE guidelines is:

- Full protective short sleeve Hi-Viz jacket/coveralls (long sleeve in specific areas as designated)
- Hard hats
- Eye protection goggles
- Protective gloves
- Safety boots (not riggers)

Should any person attend site for loading or unloading without these requirements they will not be allowed out of their vehicles for any reason once entering our yards.

Russell Roof Tiles will no longer loan any form of PPE equipment to non-Russell employees.

**Should you have any queries concerning the above, please contact your local sales executive.**