



## Our Service Statement

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# 1. Ordering Stock Products from ESPO

ESPO stock products are listed in our printed and digital catalogues with numeric product codes in BLACK. Products delivered from a 3rd party supplier (often referred to as Directs) will have an A, X, or N at the beginning of the product code and will be listed in BLUE. For services relating to Directs Products please see Section 2.

## 1.1 Keeping you informed about your delivery

By signing up to receive order acknowledgements, ESPO will keep you informed about your order and any products that will be sent at a later date due to stock availability. To sign up to receive order acknowledgements, please email [registration@espo.org](mailto:registration@espo.org).

Any products that you have ordered that are not available for immediate despatch will be sent as soon as they are available with your next order.

## 1.2 Minimum order charge

Delivery is free on all orders over £15.00 (excluding VAT). For orders under £15.00, ESPO have a minimum order charge of £5.95 (excluding VAT).

## 1.3 Delivery for items held in stock by ESPO - Black numerical codes

(For items delivered by a 3rd party A, X or N items, see section 2)

For products which are held in stock by ESPO, we aim to deliver your order within 5 business days, unless you have requested an overnight delivery service (please note there is an additional charge for overnight delivery).

For customers in Leicestershire, Warwickshire, Peterborough, Nottinghamshire, Lincolnshire, and Cambridgeshire, orders (including Pallet Deliveries) will generally be delivered using ESPO's own vehicle fleet. Some smaller orders between 15kg and 50kg may be delivered by our logistics partner. Customers outside of the above areas will have their orders delivered by our logistics partners.

### Pallet Deliveries

Large bulky orders may be delivered on pallets. Pallet deliveries outside of the above areas will be made by our 3rd party logistics partner. Deliveries should be made over the threshold, with pallets and wrapping/waste removed and taken away. This service is called Retail Plus.

### Overnight Delivery

For products which are held in stock by ESPO, we offer a chargeable overnight delivery service. Orders must be placed by Midday to receive this service.

### Overnight Charges

Weight in kilos (kg)	Cost (£)	Weight in kilos (kg)	Cost (£)	Weight in kilos (kg)	Cost (£)
Up to 25 kg	£6.00	61-80	£23.00	201-300	£70.00
26-30	£10.00	81-100	£29.00	301-500	£83.00
31-40	£13.00	101-130	£37.00	501-1000	£108.00
41-50	£15.00	131-160	£45.00		
51-60	£18.00	161-200	£56.00		

### Delivery Issues

Any complaints regarding deliveries made by ESPO or our logistics partners should be made to ESPO Customer Services on 0116 265 7901 or [support@espo.org](mailto:support@espo.org).

You can also contact us using our feedback form on our website, <https://www.espo.org/get-help>

## 1.4 Arranging a Return, replacement or discrepancies

Returns, replacements or discrepancies for stock products must be requested within five working days. Contact us using our online returns form <https://www.espo.org/request-a-return> or by calling Customer Services on 0116 265 7901

Arrangements will be made to collect, exchange or credit the products. Agreed collections may be chargeable. Please refer to our website for ESPO's Terms and Conditions of Supply <https://www.espo.org/terms-and-conditions-of-supply>

# 2. Orders Direct from our Suppliers - A, X or N items

Items beginning with an A, X or N are classed as Direct products and these products will be delivered directly from our 3rd party suppliers. These are classed as Direct Delivery products (or Directs).

Orders delivered direct from our suppliers may incur a carriage charge. Please refer to our Terms and Conditions.

## 2.1 Colour Sizes and Finishes

Many of the Direct Delivery products shown in our catalogue, offer a choice of colour, size and/or finish. Therefore, please ensure that you check sizes, colours and finishes before submitting your order. Most furniture products are made to order, therefore once your order is placed, colours and sizes cannot be changed and orders cannot be cancelled without incurring a cost. Errors in ordering may result in your ordering being delayed and additional costs to you.

## 2.2 Colour Re-production

Due to the limitations associated in the printing process of ESPO's printed catalogue, we cannot guarantee exact colour reproduction on products featured. Please contact our Customer Services Team who will be able to provide a colour sample for you. Once the products have been supplied in accordance with your colour selection, it is not possible to return or exchange the products.

In order to avoid disappointment, we are pleased to supply actual colour samples upon request. Please contact our Customer Services Team on 0116 265 7901 for colour samples.

## 2.3 Delivery Timescales

Delivery timescales for Direct delivery products may vary. Typical timescales are between 1 and 6 weeks, but may become extended for some products (particularly furniture) at times of peak demand or when issues are encountered within the supply chain. Products are often manufactured specifically to meet your order. Guidance on delivery timescales is included in our printed and digital catalogues. If you have a particular delivery requirement, please contact the Customer Services Team for guidance prior to placing your order.

## 2.4 Furniture

The busiest periods for orders of school furniture are usually March to September. During these months, delivery is likely to become extended by several weeks. You can generally avoid extended delivery, by ordering furniture as early as possible and at non-peak times. For deliveries required in the Autumn term, we suggest that you place your order with ESPO no later than May. Please speak to our Customer Services team for details on lead times.

## 2.5 Taking delivery of your Directs order

Delivery of these products is to the nearest point under cover.

You must check products immediately upon receipt. Any damages or shortages must be reported to the driver immediately in writing. Failure to do so may result in suppliers refusing to replace or collect products without a charge, or full liability for the costs, which will be invoiced to you.

## 2.6 School Holidays

Our suppliers can usually deliver during the school holidays (subject to lead times). Please provide contact details when placing your order if this is required. You must be available and on site to receive the order at the time of delivery. If delivery cannot be made you will be liable for re-delivery costs.

## 2.7 Requesting a Replacement

To report a problem or discuss a replacement, please contact our Customer Services team on 0116 2657901. Any replacement products are subject to standard lead times (from the date a new order is raised).

Please refer to our website for ESPO's Terms and Conditions of Supply  
<https://www.espo.org/terms-and-conditions-of-supply>

## 2.8 Order Cancellations

Please refer to clause 8.5 in ESPO's Terms and Conditions of Supply  
<https://www.espo.org/terms-and-conditions-of-supply>

All order cancellations for incorrectly ordered Direct Delivery products must be put in writing to ESPO. This may incur supplier cancellation charges that will be passed on to you. Please email [support@espo.org](mailto:support@espo.org)

## 2.9 Returning a Direct Delivery Item

All returns for faulty or damaged products must be reported to ESPO within 24 Hours. Products are non-returnable (where supplied as ordered).

All products must be in the original delivered condition and packaging.

For white goods, returns and collections, appliances must be disconnected and empty.

Suppliers who agree to collect products that have been correctly supplied, will charge for collection and re-stocking costs (please note these charges can represent a significant cost of the original purchase price which will be invoiced to you). Please contact our Customer Services Team on 0116 265 7901, who will be able to advise you of charges.

Please do not return products unless you have arranged to do so with our Customer Services Team.