

Ordering Information 2025

ORDERING

Orders should be sent via email to plaques@fm-tags.com or by post if so desired.

Orders received after 2 pm on a working day will not be processed until the next **working day**.

When placing your order it is recommended to download the order form which is available online, this helps to ensure all the information required is received. When emailing, please include your Centre, Group, Club or for private orders your Surname in the Subject line. If you are sending an attachment, please rename the document to suit the event details. This will help prevent emails being sent to the Junk folder.

Email or postal orders will now be the only document used to process your order. Unfortunately, I can no longer accept telephone orders or orders with references to rally programmes.

Due to data protection, customer delivery address details are no longer stored with the account, therefore, addresses will need to be sent with **each** new order.

Please note that missing information may result in your plaque order being delayed.

DELIVERY

Due to new working practices, I ask for the following timescales when orders are placed.

- Orders should be placed allowing at least 14 working days prior to the requested delivery date and not rally date. (Please allow for 2 working days for Royal Mail 1st Class Delivery do not include Saturday & Sunday.)
- Plaque orders for example bank holidays, holiday rallies, specific design, new motifs or large order qty, may require additional time therefore please enquire before you place your order.
- Pre-agreed Customers - when a plaque shape with colour and the print colour has been agreed between both parties, orders should be placed allowing at least 7 - 10 working days prior to the requested delivery date and not rally date. (Please allow for 2 working days for Royal Mail 1st Class Delivery do not include Saturday & Sunday.)

Please be assured that I will do my utmost to complete your order by the required date but should I not be able to deliver by your requested date for any reason, I will not be held accountable for any compensation.

Please be aware that if you wish to cancel an order placed which has been started and in production, you will still be charged.

DISPATCHING

Standard plaque orders will be dispatched using Royal Mail 1st Class delivery and whilst every effort is made for the safe arrival of your order, Royal Mail states that despite best efforts some services may still be disrupted. For this service we hold no responsibility for the order once it is in transit and for a repeat order of a lost package using this service there will be a charge.

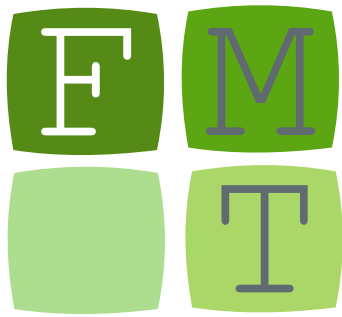
For orders over £30.00 NET Value but limited to £150.00 NET Value will automatically be sent using Royal Mail Tracked Service. Cover for loss and damage up to £150.00 NET Value.

For orders over £150.00 NET Value or special design orders will automatically be dispatched using Royal Mail Special delivery service. This service does come with a premium service charge with cover for loss and damage up to NET value of goods.

FM-Tags Ltd

PO Box 1384
CRAWLEY
RH10 0RX

Tel: 01293 862673
E-mail: plaques@fm-tags.com
www.fm-tags.com



ERRORS & CHANGES

I understand that human errors may occur and should I make an error on your order it will be remade and dispatched as soon as possible at no cost. Should you the customer make this error when ordering or from accepting artwork you the customer would be charged for the remake. Should I make a human errors on delivery details, at my discretion I may offer a discount or full refund.

I reserve the right to alter details or specifications without notice, which whilst correct at the time of print may not be exact at time of order processing.

ACCOUNTS / PAYMENTS

If you hold a Net 30 day account, these terms will still be honour but your prompt payment of accounts would be appreciated. Unfortunately we are unable to offer a monthly invoice, instead you will receive your invoices individually which will be raised on dispatch of each plaque order.

Non account customers will be asked to make payments before the order is dispatched.

Payments are to be received by bank transfer only, I am **no longer** accepting cheques.

Full Terms and Conditions as available on our website at www.fm-tags.com.

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