

# CROMARTIE HOBBYCRAFT

## HELP US TO HELP YOU



Orders can be placed through our website [www.bisqueware.co.uk](http://www.bisqueware.co.uk), by email [cromartie@btconnect.com](mailto:cromartie@btconnect.com) or [enquiries@cromartie.co.uk](mailto:enquiries@cromartie.co.uk), fax 01782 599723 and telephone (order lines 01782 344256 or 257) and by post. Order acknowledgements can be emailed on request.



When ordering please ensure accuracy of information provided, required delivery address, opening times etc.

Cromartie will not accept liability for any extra charges incurred through customers not being able to accept deliveries that have been requested.



For **same day despatch** please place your complete order including any add-on's by 12 noon. (we will always try and assist in an emergency) Orders which are placed by 12 noon will be sent out on a **next day delivery service**. (UK mainland only, excluding north of the central belt)



**Always check your delivery on arrival**, if this is not possible sign “**unexamined or unchecked**”. This will not guarantee protection but may help in the event of a claim.



You must notify discrepancies within **24 hours** as damage or missing items have to be reported to the carriers. We normally ask for a digital picture to support your claim.

Missing or damaged items will be credited, if a replacement is required this will normally be put aside for inclusion with your next order.



We have invested heavily in increased stocks of bisque and colour for 2010. Many new bisque shapes will become available throughout the year.

Check our website regularly for details.

Current price lists are available on request by email, fax or post.

Make sure we have your desired email address to receive our regular mailings.



Thank you for your continued support.