

ON CLOUD 9 LTD



QUOTATIONS

All furniture in our collection is made to order (except Cirrus 1)

Written quotations (by e-mail) are usually provided on the day of request, often within an hour. However, where special finishes or fabrics are specified it can take longer.

Guide prices can usually be given over the telephone within a few minutes of any request but prices can only be deemed as accurate if confirmed in writing.

WE ALWAYS QUOTE EXCLUSIVE OF VAT

For **Walter Knoll** furniture we offer the option of all quotations and transactions in **Euros**.

PLACING ORDERS

We accept orders in **writing only**, by e-mail, hard copy or fax (fax for a limited period only)

Orders should include the following information :

- Clear details of the product required (usually against one of our quotations)
- Confirmation of any optional finishes (eg polished or satin chrome, timber stain colour etc)
- Business or home address of dealer/company/client placing the order
- Delivery address
- Contact name & telephone number at that address (+ e-mail if available)
- Preferred week of delivery (we will do our best to meet this within the manufacturers limitations)
- Invoice name, address & telephone number
- Account contacts name
- VAT no. if registered

Orders are placed within 24 hours of receipt and an acknowledgement with deposit invoice issued immediately for payment. If payment is not received within the time scale quoted the order will be placed on hold which will invariably mean a delay in the quoted lead time.

LEAD TIMES

Vary depending on the source and manufacturer of the furniture and will usually be shown on a quotation. As a guide you should allow (excluding any annual holiday breaks which may intervene):

Walter Knoll	6 – 8 weeks 6 weeks from receipt of c.o.m. or c.o.l. if applicable
Tula	8 weeks
Sedus	6 weeks
De Sede	8 – 10 weeks
Nimbus 1	8 weeks from receipt of c.o.m. or c.o.l.
Nimbus 2	6 weeks “ “ “ “
Nimbus 3	6 weeks “ “ “ “
Cirrus 1	3 – 5 days subject to payment
Cumulus 1	4 weeks
Stratos 1	5 – 6 weeks
Others	Please ask

DELIVERY (& ASSEMBLY)

Walter Knoll	Always quoted as a tailgate delivery only price to warehouse or end user directly. Depending on location we can arrange for help to offload , unpack and set up for a supplement. Most models arrive ready for use, one or two sofas and occasional tables plus almost all desk and office furniture require assembly on site.
Tula	Quoted by project and undertaken by the manufacturers
Sedus	Tailgate to site. Supplement of £5 per chair to offload and set up
De Sede	To warehouse only except by special dispensation. Quoted project by project
Cirrus 1	Delivered by courier, often palletted and many models KD for simple client/customer assembly on site. Available from stock and very keenly priced.
All Others	Delivery and installation / assembly charge quoted by project

PAYMENT TERMS

Variable but a standard deposit, minimum 50%, is required on placement of any order. Please bear in mind that as all goods are made to order we cannot cancel orders with manufacturers and always incur a penalty if this proves necessary. Any such penalty will always be passed on to the client in full.

We do not have a facility for credit card payments

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