



Terms & Conditions for single order container breakdown service for Minerva members.

Please read this carefully as we work in a unique way, particularly with payment required before delivery and our cancelation policy.

Minerva offers all members the possibility to order single order container only products, we currently work with HTL.

The process for ordering HTL.

Contact HTL in the first instance:

- **HTL** - Mark Flint - markf@uk.htlinternational.com
 - They can open the account with you and advise the models available.
 - The price list they give you is specifically for Minerva members single orders and includes delivery.

Ordering floor models, stock or sold orders:

- Email your order through (**Please make sure you have all the information that is required, we only collate orders and pass them on to China, it's imperative you put the correct model number and configuration down in your order, this is your responsibility**) to Minerva via email to admin@minervafurnituregroup.co.uk
- Minerva will send by return an order confirmation (OC) for you to check.
- Your OC will advise the container number your order is on.
- You must check all order confirmations carefully and advise of any discrepancies immediately.

Minerva collate all Minerva Members orders (HTL):

- As each order is submitted, it is added to the master order form. Once we reach approx. 90 seats (HTL) the container is complete, and the order is placed directly with HTL.
- Minerva provides regular container updates to members via the members portal area. You can also call us with the container number as a reference for an update.

Container Delivery – Westmid Transport Tel: 01902 276324

- Approx. 2 weeks before the container is delivered into port, we issue invoices for any orders you have on that container.
- **All orders must be paid for prior to delivery**, we only release the delivery note to WML (Delivery company) on receipt of payment. WML will only start to plan a delivery on receipt of a delivery note.
- Once the container arrives at port, it is booked into WML and they have 10-15 days for onward delivery to your store (Offshore, please add an extra 5 days)
- No cancellations, refusals or delays to deliveries can be accepted.
- All invoices including replacement orders must be paid for in full before delivery, with no exceptions.
- There is an extra £10 per seat charge for deliveries to Ireland.



Aftercare/ Customer service

- HTL deal with this directly, email csd@uk.htlinternational.com

Changes or Cancellations

- Once a container order has been signed off by China, we are unable to make changes or cancel these products. The member must continue with the order placed as cancellations are not possible. If the container has not been signed off by China, we can accept changes or cancellations.
- Changes or cancellations must always be made to the Minerva office by email to admin@minervafurnituregroup.co.uk

Minerva office

- Any member of the office team can help with container questions but in general, Stacy Nicholas looks after HTL.
- Always use the admin@minervafurnituregroup.co.uk email for orders or queries as this will then be received by the whole team and responded to promptly.

All delivery dates can be subject to change and are weather dependent when sailing. Delivery could also be affected by port congestion.

Minerva takes on average 2-4 weeks to fill a container depending on the time of year. If the container ever takes more than 4 weeks to fill, we always contact the members to advise.

Rebate is paid on all furniture purchases (excluding fabric orders and parts) in this container programme.