

ORDERING PROCEDURE



At Nantwich Cheese, we aim to be as flexible as possible for our customers when it comes to placing orders, therefore we offer a variety of ways that you can place orders with us, our preferred method is email however if that doesn't suit you please see below for alternatives

How to Order

Email

This is our preferred method and the most common one that our customers use, please send your Purchase Order to orders@nantwichcheese.co.uk, please **refrain from sending your order to individual staff** or your account manager as this will result in delays in processing as our ordering system cannot monitor incoming mail to personal mailboxes. The orders mailbox will also provide an instant confirmation that the order has been received. If you do not receive this confirmation please call our office to ensure safe receipt of your order. Please ensure that your purchase order number is clearly visible along with your required delivery date. Our order processing team will confirm the order again once processed confirming delivery date. We ask all customers to quote the following on all your orders;

Our Product Code We produce over 2000 lines so this ensures the correct product is made.

Purchase Order Number To ensure swift tracking and payment

Order Values Either Kilo's or Cases to ensure we translate the order accurately into our system

Required Delivery Date The Date you would like to receive the goods.

Price Please state your price on your PO, however when discrepancies arise, our system price will override any PO price until further proof is provided, you will be notified if any discrepancies arise.

Fax

You may also send your order by Fax, please send it to +44 (0) 1948 667 389 quoting the same information as stated above.

Telephone

We ask customer to try and refrain from placing orders over the telephone, however we understand in some circumstances customers need this option. Therefore if you wish to place an order by Telephone please call our office on +44 (0) 1948 666 135 Opt. 2. Please note when ordering by telephone the call will be recorded for security purposes and to ensure we have a copy of the order for reference.

Order Lead Time

Our standard lead time is 5 working days for all block and grated orders, anything requiring us to use an external supplier will result in extended lead times in accordance with our supplier. If this effects your products, your account manager will let you know prior to trade.

In all circumstances our order processing team will confirm your order once entered into our system and will also confirm a delivery date, where possible we will always meet customer requirements however please note that ordinarily we require a 5 working day lead time on all orders. If in doubt please contact our sales department or speak to your account manager.

Deliveries

Our standard transport partner is **Nagel Langdon's** who carry over 80% of our products to our customers. The work on a Day 1 pick-up for Day 2 delivery. We will always ask them to book in with you 24 hours before any delivery unless otherwise agreed.

Our retail distribution partner is **Oakland International** who pick and distribute all our retail products nationwide. Oakland International hold stock of any retail product that we produce therefore they are able to pick orders Day 1 for Day 2 delivery and they have the ability to operate 7 day delivery.