

S-c Brands Customer Guide

Placing Orders

Orders are placed via our B2B Wholesale Portal: s-cbrands.store.unleashedsoftware.com. You'll receive an invitation email once your account is set up.

Minimum Order Values: (you're welcome to order across all brands within these limits)

- New accounts: £300
- Repeat orders: £150

After placing your order through the portal, you'll receive an email acknowledging your request. Once our team has processed it, we will email you the final order confirmation as a PDF. *Please note: occasionally some items may be reduced or removed due to pack sizing or stock availability.*

Shipping

We aim to dispatch all in-stock orders within 2-5 working days.

- Proforma accounts: When your order is ready, you'll receive an invoice requesting payment before dispatch.
- Orders awaiting stock: we will advise you of the expected delivery timeframe.

Delivery Charges:

- Flat rate: £12 per shipment
- Carriage Paid: Shipments over £500 qualify for free shipping (UK Mainland only)
- Split Orders: Additional shipments under £500 are charged at the flat rate
- Remote & International Orders: Shipping costs are calculated per order, based on actual costs.

Payment

Credit Terms:

30-day credit terms are available upon request for accounts with a spend of £1,500.

Keeping accounts in good standing:

- Accounts consistently paying invoices late may be switched back to proforma terms.
- Invoices overdue by 60 days may be sent to a debt recovery agency; any fees are the customer's responsibility.

Payment Options:

BACS: Bank details are provided on your invoice.

Card Payments: Call us with card details or email for a secure payment link. *Amex not accepted.*

Pricing

Prices are reviewed quarterly to reflect market conditions. All prices are exclusive of VAT, which will be added at the prevailing rate.

Our RRP's are in place to safeguard brand value and retailer success, we ask that customers respect and maintain these prices.

Returns

Please report damaged or missing items within 14 days of receipt of your order.

Items must be returned in their original, unpriced, and unsoiled packaging. Non-compliant returns carry a 10% restocking fee.

Returns due to change of mind are at the customer's expense.

A Few Other Things

We do not allow accounts to sell our products on Amazon, eBay, or TikTok Shop.

Postcode exclusivity is not offered.

All product and lifestyle images are available to download here: www.s-cbrands.com/image-bank

Above all, our team is here to help however we can, if you ever have a question please don't hesitate to get in touch.

Email: info@s-cbrands.com | Phone: 01628 820082 | Website: www.s-cbrands.com

Here's to a successful partnership!

Team S-c Brands

