KING BROTHERS

FOODSERVICE

Terms and Conditions

King Brothers Foodservice is the trading name of:

King Bros (Lady Lodge) Ltd
Lady Lodge House
Orton Waterville
Peterborough
PE2 5HZ

Company number: 01254623

Phone: 01733 239445
email: admin@kingbros.co.uk

Delivery is free but our minimum order value is £80.00

Printed price lists are correct at the time of publication and every effort is made to maintain stable prices. Circumstances beyond our control require the effective price to be that ruling at the time of dispatch. Some food names or descriptions contained in this price list have been abbreviated, full descriptions are included on all packaging.

Food allergen and nutritional information is available on our online ordering page. Please note this content is provided by the manufacturer.

All goods remain the property of King Bros (Lady Lodge) Ltd until paid for.

Deliveries must be checked upon receipt, in the event of any discrepancy, damages or shortage please advise within 24 hours. You will be asked to sign for proof of delivery, photographic proof may also be used.

The products are guaranteed to be of the nature, substance and quality described and to comply with the Food and Drugs Act and all other statutory requirements relating to the sale of food in the UK. Errors and omissions excepted

We would like to thank all our suppliers for their support in the marketing of their brands, some products illustrated may not be current stock items, however we will make every effort to obtain them if required.

How to order

You will need to open an account with us before you can order, register online at www.kingbros.co.uk or speak with our sales team on 01733 239445

Orders can be placed over the phone, online via our website or phone app.

Phone orders To speak to a person, ring our sales team on 01733 239445. We are open from 8:30 am to 4:45 pm Monday to Friday for placing orders. We can make a convenient scheduled telesales to you on the day prior to your planned delivery day. Your calls may be monitored or recorded to improve our service. Please ask your Sales Rep or call Telesales on 01733 239445 for information regarding your account code and password.

Website Ordering Goto www.kingbros.co.uk then Customer Login, Enter your customer code and password. Orders accepted up to 10pm the day before delivery.

Phone App Download and install the 'Coldweb' (Lady Lodge Systems Ltd) app on your device, Enter the authentication code 'KINGB' and activate, Enter your Customer Id and Password

Payment Information

Non-Credit Accounts

Card payments will be requested by us at the time of ordering.

Please note that it is your responsibility to arrange that payment is made for each delivery. Repeated failure to do so without prior arrangement with us will result in the non-delivery of your order.

Credit Accounts

Please speak to our sales team to apply for a credit account

Credit invoices are due for payment by the 14th day of the following month. e.g. all invoices raised in January are to be paid by 14th February.

Payment for credit invoices can be made by the following methods:

BACS / Bank Transfer: You can make your payment direct to our bank account, details are on the bottom of your invoice. Please e-mail your remittance advice to admin@kingbros.co.uk with your account code as reference.

Direct Debit: We recommend paying by Direct Debit to ensure the timely payment of monthly invoices. We can arrange for your monthly outstanding balance to be automatically debited from your bank account on the 14th of the following month.

Please note that credit facilities may stop if the account falls into arrears or exceeds the credit limit. King Bros (Lady Lodge) Ltd. Reserves the right to proceed with recovery action for overdue accounts the costs of which will accrue to the debt.

Please email your remittance advice to admin@kingbros.co.uk

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