



**James Cropper is committed to providing the best service and support to our customers: by continuously improving our people, policies and processes we aim to be consistently best in class.**

In order to improve our standards of service delivery, and provide our customers with consistency and clarity on order promises, we have committed to a standard Customer Service Offer. Our offer outlines the standards of service that you can expect in your dealings with us, be that for tailor-made productions or stock orders.

### MADE TO ORDER PRODUCTS

Production is based on making week cycles. For example, orders placed by Friday of week 1 will be made week 3 (assuming we have a reservation or space in the planning schedule).

### MINIMUM ORDER QUANTITIES (MOQS)

MOQs (tonnes) are based on shade and vary depending on the product being made. Each MOQ can include separate order references for grammage and size. Please note that where the order requires a large grammage jump, the minimum grammage quantity needs to be agreed. Production tolerances listed below are based on the order reference quantity.

<b>&lt;3 tonnes</b> +/- 20%	<b>3 - 10 tonnes</b> +/- 15%	<b>&gt;10 tonnes</b> +/- 10%
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### FINISHING & CONVERTING

### MINIMUM ORDER QUANTITIES

Embossing (James Cropper designs)	1 tonne*
Custom Embossing	By Agreement
Laminating	2 tonnes
Cutting	1 tonne (unless embossed)
Guillotining	1 tonne per size

\*within a minimum run on certain patterns, please speak to your sales manager for details

- Delivery will depend on the nature of the product ordered, and will be based on the Delivery Date quoted with the order confirmation
  - Minimum delivery is 2 tonnes to any single location, smaller deliveries will incur a surcharge
  - Please note that it is standard policy to deliver the full order, including part pallets, unless otherwise agreed
  - Mill collection (Ex Works) orders to be collected within 5 days of their availability or the customer acknowledged date, whichever is later
- Charges will be applied if the allocated time slot agreed is significantly missed
- Customer stock holding is by signed agreement only



## RESERVATIONS

### CUSTOMER

By agreement, customers with regular orders can schedule their production and delivery requirements in advance with a reservation on machine. Reservation orders need to be placed by Friday of week 1 for production in week 3. Customer reservations are based on a commitment to place a corresponding order (+/- 25% flexibility) that meets MOQs.

Please note that failure to take up a reservation may result in scheduled reservations being withdrawn.

### PRODUCT

Block product reservations of regularly sold products are linked to planned colour cycles and enable us to offer shorter lead times. Customers have access to block reservations on a first come, first served basis. MOQs are as per grammage/size references.

### INDENT

Indent orders are for non-stock lines that do not relate to Customer or Product reservations. The customer service team will quote a delivery date and reserve a making slot on machine based on the customer enquiry. All quotes have a 'valid to' date. To guarantee the reservation, confirmation must be received within 3 days of the enquiry.

## MILL BRANDED STOCK

### UK DELIVERIES

Vanguard – order by 3pm for next day delivery (\*mixed stock orders)  
FOC for 60kg and above, £15 for < 60kg  
Express 12 noon delivery £35 supplement

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All other stock ranges – \*2-3 day delivery  
Service includes mixed pallets  
FOC for 500kg and above, £35 for < 500kg

### DELIVERIES OUTSIDE THE UK

All stock ranges  
MOQ 500kg  
FOC for 1 tonne and above  
£195 for less than 1 tonne  
Service includes mixed pallets

## CONTACT US

**We are committed to providing excellent customer service at all times.**

There may be occasions when our service falls below an acceptable standard, should that be the case please contact a member of the Customer Service team or email: [customerservice@cropper.com](mailto:customerservice@cropper.com)