

	Policy on Folk Supply
Submitted by: Folk Supply Committee	
Summary Guidelines on Folk Supply	
Cost implications None	

Full Policy

Mission Statement

The purpose of Folk Supply is to;

- Provide a service to the members of Woodcraft Folk
- Create a stream of unrestricted revenue to national Woodcraft Folk
- Promote the Woodcraft folk through original and innovative designs and products

Ethical Sourcing

Folk Supply will use ethical suppliers for merchandise wherever practical & possible, in line with the national ethical sourcing policy.

Delivery

- All orders will be delivered within 10 working days of receipt, with exception to the Christmas period, the week prior or post Annual Gathering, at such times notification will be given, and in extreme circumstances i.e. postal strike
- Any parcels not received within 10 working days should be reported to Folk Supply immediately or no later than 30 days from order.
- All parcels will be sent via royal mail standard parcel delivery unless special arrangements have been made.

Sale of Merchandise

1. Requests for Folk Supply to sell merchandise on behalf of others should be made in writing to the Folk Supply Committee no later than 3 months prior to the event, where upon the Committee will decide if it is practical & possible to do so.
2. The Folk Supply Committee encourage groups, districts, regions and those organising Woodcraft events to share their planned merchandise, including sending the Folk Supply Committee their designs. To further this with the aim of working together Folk

Supply will offer messaging and sourcing advice. Any policing of inappropriate designs will fall to General Council. Any inappropriate designs will be forwarded to the Campaigns and Communications Committee.

Sale or Return

Folk Supply offers members the opportunity to take merchandise to events on a sale or return basis. The following terms apply.

- Up to £200 worth of stock can be taken at a time to an event
- Any unwanted stock must be returned in a saleable condition within 30 days of dispatch.
- Stock returned not in a saleable condition will be invoiced & returned to sender.
- Any outstanding balance should be paid within 30 days of invoice
- Folk Supply will meet half the cost of delivery but members will be responsible for the return of stock.

Payment Terms

- All Woodcraft members can pay by invoice within 30 days of the invoice date, excluding online orders.
- Non Woodcraft members must pay on order, including online orders.
- Payment methods are by cash (please do not send cash through the post), cheque or card payments can be taken on all orders of £5 or more including P&P.
- Debtors will receive an initial reminder after 30 days of invoice. Folk supply will cease processing orders for districts who owe £250 or more or if an invoice remains unpaid for more than 3months, until debts are cleared.

Refund, exchanges

- Refund or exchanges will be offered on all items returned unused in a saleable condition within 30 days of dispatch.
- Refunds or Exchanges will be offered on all items with a manufacturing fault.
- Under the Distance Selling Regulations, if you buy online or by phone, your consumer rights entitle you to a full refund if you request one in writing within 7 working days of receipt. This includes any delivery charge. Provided items are unused & in a saleable condition, unless they have a manufacturing fault.

This does not affect your statutory rights.

N.B Signpost http://www.woodcraft.org.uk/library/attach.php?action=view&id_item=152

Policy History

Written 13th May 2010
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