



**NORclad**<sup>®</sup>  
Part of National Timber Group

T: +44 (0) 1275 794 735  
E: sales@norclad.co.uk  
W: www.norclad.co.uk

**To be read in conjunction with NORclad quote provided**

**Any questions or queries please get in touch.**

**Timber Lengths** - Unless otherwise agreed timber will be supplied in either one, or a mixture of random lengths, depending on stock availability at the time your order is placed. If stock at the time of order confirmation is not available in requested lengths, we will supply lengths as close as possible, however any extra over length or lineal metres must be paid for in full. Please let us know if you have a specific length requirement on your project/ enquiry.

**Waste** - It is advisable to include an allowance for waste when working with timber cladding. Typically volumes of **around 10%** should be considered to allow for wastage, on site damage, and the discretion of the carpenter/ installer when working with the material.

With all of our material machined to order, the lead time for a product is likely to be the same as the original order for only a small number of pieces, plus any extra cost of set up, or haulage to deliver these items.

**Prices** - Per linear metre (LM)/ Per piece/ Per m2 as indicated on your quote, all prices are ex. VAT . Quotes are valid for 30 days & **subject raw material unsold.**

**Small order charges** - To cover some of the down time, and machine set up costs for small run order or additional volumes we may need to charge a small order set up fee of **£75+VAT**

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**Haulage** - Unless otherwise stated, delivery will typically be made via a third party 45ft bed curtain sided Artic Vehicle. Due to health and safety there will not be access to these vehicles to handball off material. Therefore **a fork lift is required to offload goods typically within 30 minutes.**

On these services we will need to be made aware of any damage within 24 hours of delivery, as indicated on our POD.

If there are access/ offload issues where a smaller vehicle may be required this may result in additional costs. Please advise of any delivery requirements/ concerns **before** material is ordered, to allow us to offer a suitable service for your project.

If handball or slung offload is requested by a customer, please be aware that **no claim** will be accepted for goods that are handball, crane or sling offloaded, unless any visible damage is reported to the driver **prior to unloading** or during unloading.

This damage will need to **reported** both to the delivery driver and recorded on the delivery note along with photographic evidence supplied to NORclad on the day of delivery please.

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**Treated / Painted Orders**

**End Seal - Required to validate warranty on preservative treated orders** - Offered in either 1L or 2.5L Preservative End Seal. Typically 1L will cover approx. 350 cut ends based on the 2 coats required per cut made.

**End Seal/ Touch Up paint on Painted Orders** - Touch up paint & end seal will be sent based on the size of the order. This is for touch up only; there will not be enough paint to recoat volume. Additional touch up paint can be purchased.

**Approving Painted sample** - We require a sample to be ordered and approved for all painted or coated orders, this may be chargeable. We will credit the value of the selected/ approved sample relating to the order placed.

**Packaging** - Coated material is supplied in crates to minimise damage when transporting. Please take note of storage information detailed in the product specific installation guidance.



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**Fire Treated Material** – Please [Click here](#) for further information on EuroClass B Timber Cladding.

**Fire Treatment End Seal (recommended for H R Prof Fire treated orders)** - 1L Fire Treatment End Seal  
1L will cover approx. 350 cut ends based on 2 coats per end.

**Packaging** - Fire Treated Items are supplied on labelled pallets for clear identification on site

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**Grading/ Quality of Timber** - Click [here](#) for further information on grading, machining and certification.

**Payment terms** - Nett monthly account subject to credit insurance approval, or payment via Proforma Invoice on receipt of order. We accept payment by Bank transfer, Cheque or debit/credit card (*if paying by business credit card, a 3% surcharge will apply*)

**Credit Insurance clause** - With the major changes in the credit insurance industry, should our existing limits be withdrawn and not be reinstated, we will have no alternative but to cancel this supply contract within 1 month of cover being withdrawn by credit insurers.

**All monies retention of title clause** - The risk in the goods shall pass from the seller to the buyer upon delivery of such goods to the buyer. However, notwithstanding delivery and the passing of risk in the goods, title and property in the goods, including full legal and beneficial ownership, shall not pass to the buyer until the seller has received in cash or cleared funds payment in full for all the goods delivered to the buyer under this and all other contracts between the seller and the buyer for which payment of the full price of goods there under has not been paid. Payment of the full price of the goods shall include the amount of any interest or other sum payable under the terms of this and all other contracts between the seller and the buyer under which the goods are delivered.

Please get in contact if you would like a copy of our standard terms and conditions.