



# Your Guide To Wholesale Shopping

Essential Trading knows that placing your first wholesale order may seem a little daunting. That's why we're here to help you through every step, to make it as easy as possible for you to get started trading with us. Here are a few helpful hints to get the most out of the services we offer.

## Before Placing Your Order

- Please note that our Catalogue lists products in **wholesale case sizes, NOT in single retail units**. Some packs are split-able, so look out for the **asterisk in the size description** – this determines whether a case can be split or not, if there is a symbol in the pack size description then you can't split that case. Cases are only split-able by fractions, i.e. - half a case, quarter of a case or a third of a case – depending on how many is in the pack.
- All our product information can be found on our website. If you would like to receive a hard copy of our catalogue, please email or call our Customer Care team. [care@essential-trading.coop](mailto:care@essential-trading.coop) or 0117 9430 812

## How to Place Your Order

### **1. Order On-line, through our website: [www.essential-trading.coop](http://www.essential-trading.coop)**

*Log-in and start shopping, you can search by code, brand or product type. The website will also remember previous orders, and favourite products – making it faster & simpler for you to place your orders in future.*

### **2. Email your order to: [sales@essential-trading.coop](mailto:sales@essential-trading.coop)**

*You can create your own Excel document containing our product information quite simply. To do this, the easiest way is to download our stock file from the website, or for us to send you our electronic catalogue in an email. Once you've received the file all you have to do is copy & paste the products you wish to order into a new document, with quantities and your customer details and then email it back to us.*

### **3. Fax your order to: 0117 943 0801.**

*You will need to tell us your Customer Code, supply the product codes and quantities of the items you wish to order. It is a good idea to include a brief description of the items you require; making absolutely sure you'll get what you want.*

### **4. Telephone us: 0117 943 0800 or 0845 458 0201.**

*You will need to tell us your Customer Code (also known as Customer Number), and then your full order - collated by product codes and quantities.*

## Priority Service

Get the best from Essential Trading; use our **Priority Order Service**. – By placing your order two-working days before your delivery day, we will make sure that we call you if any items are unavailable. This means we can then talk about substitutions and alternative products – so that we can fulfill your whole order.

## Discounts

We offer a sliding discount scale based on order value or monthly purchases. We are able to offer substantial discounts on bulk purchases of any ingredient. Please enquire for further details. Please note that we do not offer a discount on trade prices to Buying groups.

# How to pay for your Essential Order

Our standard terms are that payment is due when you have received your delivery. If you wish to apply for credit terms, please contact Customer Accounts.

Please make cheques payable to Essential Trading and write the invoice numbers on the back of your cheque.

If you would like to pay online or by BACs, our bank details are:

Account name: Essential Trading Co-operative Ltd

Bank: Lloyds TSB,

Sort Code: 30-98-06

Account Number: 01049531

Please use your Essential customer code as the reference on BACs payments.

We are happy to take your payment by Debit or Credit card; simply call Customer Accounts on 0845 458 1460 or 0117 9430 811.



We can also securely retain your card details, so that you can set up an authorised payment scheme through SagePay, if that's easier for you. Please contact us for more details.

If you prefer to pay by Direct Debit, please complete and return the Direct Debit mandate to Essential Trading Co-operative, Unit 3 Lodge Causeway Trading Estate, Fishponds, Bristol, BS16 3JB.



You can contact Customer Accounts by phone on 0845 458 1460 (lo-call) or 0117 9430 811 or by email at [accounts@essential-trading.coop](mailto:accounts@essential-trading.coop).



## Instruction to your Bank or Building Society to pay by Direct Debit



Please complete this form and post to:

Essential Trading, Unit 3, Lodge Causeway Trading Estate, Bristol BS16 3JB

**Name and full postal address of your Bank or Building Society**

To: The Manager	Bank/Building Society
Address	
Postcode	

**Name(s) of Account Holder(s)**

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**Bank/Building Society account number**

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**Branch Sort Code**

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**Service User Number**

8	3	6	4	5	1
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**Reference**

E	S	S	E	N	T	I	A	L	T	R	A	D	I	N	G
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**Instruction to your Bank or Building Society**

Please pay Essential Trading Co-operative Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Essential Trading Co-operative and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

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Date

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This Guarantee should be detached and retained by the Payer.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Essential Trading will notify you seven working days in advance of your account being debited or as otherwise agreed. If you request Essential Trading to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Essential Trading or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Essential Trading asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Essential Trading.