



**EFFECTIVE 1<sup>st</sup> JANUARY 2021**

**Botley Mills Mill Hill Botley Southampton Hampshire SO30 2GB**

**The 2021 price structure for National Health Trusts and Private Hospitals**

Prices are based on two factors a). the quantity and b). whether orders are to come from our UK stock in a single delivery to one address or ordered seven weeks in advance for call off within 90 days or 60 days depending on quantity.

**DELIVERY EX UK STOCK**

For orders of up to 1000 Price Bands 1 applies i.e. £2.00 +vat per unit from UK stock. A price of £1.90+vat is available in Band 1 the order is placed as and Advanced Stock Order giving seven-weeks' notice. For orders in excess of 1000 and/or upward see Price Band 2,3 and 4.

**ADVANCE STOCK ORDERS AND CONDITIONS**

Advance ordering enables us to plan and customers to benefit from lower prices by purchasing in bulk without having to store large quantities.

**Orders must be placed seven weeks before the first call off is required and delivery must be to the same address and site location.**

The full quantity of the order will be invoiced at the seven-week point when the stock will have been set aside for you in our stores and available for delivery. The invoice must be paid in full within 30 days of the invoice date.

This stock can then be called off in up to the deliveries over a period of 90 days. Delivery quantities must be in multiples of 500 (50 boxes of 10) but flavours can be mixed but in multiples of 10. Seven days' notice is required for delivery of a call off. Subject to availability it is possible to change the flavours ordered, but once delivered we cannot accept stock back to exchange flavours or refund.

	Price £ per item from UK stock	Price £ per item for call off orders
Bands and total order quantities	in packs of 10	In outer cartons of 500 (50x10 packs)
<b>BAND 1</b> Up to 1000 UNITS	<b>£2.00 + VAT (£2.40)</b>	n/a
<b>BAND 2</b> 1100 – 5490 UNITS	<b>£1.95 + VAT (£2.34)</b>	n/a
<b>BAND 3</b> 5500 - 10,000 UNITS	<b>£1.90 + VAT (£2.28)</b>	<b>£1.75 + VAT (£2.10)</b>
<b>BAND 4</b> 10,500 + UNITS	<b>£1.80 + VAT (£2.16)</b>	<b>£1.70 + VAT (£2.04)</b>

**RECYCLING BOXES £25.00 + VAT no delivery charge if ordered with stock.**

One box can supplied be free of charge with initial E-Burn stock order over 500 units. Please include this on your first order to location a site, Free collection service in England and Wales only when a box is full at the original delivery address where the fresh box will be delivered.

**ONLINE ORDERS** Patients (or their family members ordering directly from our website (and paying by card or bank transfer for delivery to an NHS or Private Hospital with a discount code (**NHS2017**) to use online. This code will reduce the RRP of £3.60 (incl. vat) to £2.50 (incl. vat). Postage/Carriage & Packaging using a standard 2/3 day postal or courier service is free of charge.

When we supply to shops onsite or convenience stores offsite, they are charged the price of £2.50 including VAT with free delivery which allows them to set their retail prices. This is usually £3.50 or £3.60 including VAT, and provides them with an acceptable margin to cover costs.

As a guide, most Hospitals order 25% Tobacco 40% Menthol and 35% Blueberry flavour and this be a good guide for new customers.

**UK DISTRIBUTION CENTRE** 01977 682455 [orders@e-burn.com](mailto:orders@e-burn.com) or [customerservice@e-burn.com](mailto:customerservice@e-burn.com)  
**ACCOUNTS OFFICE** 01489 669879 [accounts@e-burn.com](mailto:accounts@e-burn.com)

**E -Burn Limited is a company registered in England and Wales**  
**Registered Office: Botley Mills, Mill Hill, Botley Southampton Hampshire SO30 2GB**  
**Company Registration No: 09420266**  
**www.e-burn.com**

## TERMS AND CONDITIONS

### QUALITY

E-Burn single use products are manufactured under license in China and individually tested prior to leaving the factory. All are supplied fully charged and ready for use and should be used within twelve months of manufacture. For simplicity we suggest stockists work to within six months of purchase. The date of manufacture is included within the unique ID number of each item.

UNDERSTANDING THE DATE CONTAINED WITHIN THE UNIQUE ID NUMBER ON THE BATTERY INSIDE EACH E BURN

e.g. product with eb 8032123406 reads as follows:

The second, third and fourth and fifth digits indicate the month and year of manufacture.

In this example the 0321 indicates March 2021

### STORAGE

Stocks must be stored at room temperature, and not subjected to any extreme conditions or left in direct sunlight for long periods. Boxes must be stored horizontally (in accordance with markings on the outer cartons). The oldest stock used first, within six-months of supply will ensure users get the best performance.

### PAYMENT TERMS

We do **not** operate a sale or return service. Payment can either be made via our website or by cheque to the Botley office. Goods will be despatched on receipt of cleared funds. Trade account customers benefit from a 30-day account facility. PDF invoices will be sent electronically once goods are despatched and payment must be made within 30 days of the invoice date.

### BULK CALL OFF ORDERS

To take advantage of lower prices customers may order and pay in advance and call off deliveries over a set period. Full details are shown on our price list. The full order quantity must be for delivery to delivery address and location.

### FLAVOURS

Once supplied in accordance with a purchase order, we are unable exchange products for alternative flavours.

### FAULTS/TAMPERING

Any product which does not operate correctly old must be reported immediately at [customerservice@e-burn.com](mailto:customerservice@e-burn.com) A returns form will be issued giving full instructions. If the item is unused, the original packaging should also be returned. Our testing process will usually take 7-10 days. Any product found to be faulty, are less than 12 months old and showing no signs of any tampering, will be replaced free of charge.

### RECYCLING

A free recycling service is available throughout mainland England and Wales. Charges will apply in other areas. Special boxes are available for the collection of used E-Burns from the sites we have delivered goods to. Once boxes are full email [recycling@e-burn.com](mailto:recycling@e-burn.com) and collection arrangements will be made. Boxes must be sealed using the ties provided and boxes must be at least 75% full and only with E-Burn products. Boxes containing other products or less than 75% full will attract a charge for carriage. Any boxes containing other products will be returned as we are only equipped to process the recycling of our own products. Carriage charges will apply.

E-Burn Limited Head Office: Botley Mills, Mill Hill, Botley, Southampton Hampshire SO30 2GB

**SALES:** 01977 682455 **ACCOUNTS:** 01489 669879 **FINANCE** 01489 669875

[www.e-burn.com](http://www.e-burn.com)

[customerservice@e-burn.com](mailto:customerservice@e-burn.com)

UPDATED 04 2021

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