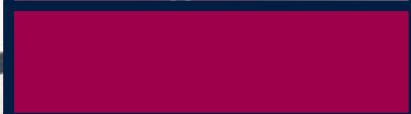




# Enterprise Inns Supply Chain Service Charter

*This Service Charter describes all aspects of drinks delivery, from ordering to invoicing.*





## Ordering

A dedicated, Solihull based, Sales and Service Centre (SSC) team member will contact you at an agreed time each week to take your order. We are also available to take any query you may have. You should call 0845 601 1602 from 0700 to 1800 Monday to Friday. You can also contact us via [sscsupport@enterpriseinns.plc.uk](mailto:sscsupport@enterpriseinns.plc.uk)

## Delivery

Our delivery service is provided by Heinekin UK Ltd (sub-contracted to Kuehne + Nagel/K&N). All orders placed are transmitted to this contract partner ready for picking and onward delivery. Each week we deliver 185,000 items ranging from beer line cleaner to keg lager.

## Drinks Ordering

There are several aspects of drinks ordering.

### Commitments

Enterprise Inns are committed to our relationship with our retailers. To ensure that this relationship is of the highest quality, we commit to certain actions described below.

#### Our Commitments to You

- We will call you on the agreed day at the agreed time.
- We will ensure that core products are available at all times.
- We will advise you of promotional offers.
- We will deal with ad hoc requirements efficiently.
- We will address and resolve all issues raised, as efficiently as possible.

#### Your Commitments to Us

- To be available on your agreed day and agreed time for placing your order.
- To have your order requirements ready when we call.
- To order sufficient stock to cover ten days normal trading.

The Enterprise Inns Sales and Service Centre telephone number is 0845 601 1602

### Emergency Orders

In exceptional circumstances, we offer an emergency delivery service to cover exceptional trading and unforeseen stock shortages.

The emergency delivery lead time is two working days and every reasonable effort will be made to minimise the time you are without goods.

Please note that this service may incur an additional charge.



We will only make a charge for an emergency delivery after we have informed you at the point of order capture and it is accepted by you.

We do not charge for emergency deliveries caused through avoidable problems in the supply chain. If you would like clarification, please discuss this with your Customer Account Manager in the Sales and Service Centre.

### Depot Collections

Although used on rare occasions, we offer a customer collect facility for beer from most depots. We do not offer a collection facility for wines and spirits.

No cash transactions are accepted at depots. You will also need suitable photo identification which must be produced on arrival to gain access to the depot.

Orders placed for collection on the same day must be received at the depot by noon.

You can collect your order between 2pm and 4pm. Suitable transportation should be used. You cannot collect containers larger than 11 gallons to comply with health and safety legislation. Two people are required to lift 11 gallon containers.

Please be aware that distribution depots are industrial areas. There are strict rules to protect employees and visitors. You should make yourself aware of these rules. Please park in the designated areas and pay particular attention to large moving vehicles.

## Drinks Deliveries

Enterprise Inns are committed to our relationship with our retailers. To ensure that this relationship is of the highest quality we commit to certain actions described below.

### Our Commitments to You

- To deliver your order on the agreed day and within the agreed time window.
- We will collect empty containers on a one for one basis.
- We will deliver the goods into the cellar according to your requirements.  
Please note that you will not be required to assist with the delivery.
- When we get it wrong, we will try to put it right within a reasonable timescale.

### Your Commitments to Us

- Please ensure that a responsible person is available to receive and sign for the goods.
- It is your responsibility to make sure that the delivery area is in accordance with Health and Safety legislation.
- It is vital that all goods are checked before signing the delivery note.
- In addition you should check that you have received the relevant pub co pack packaged goods.
- You should ensure that empties are stored in a secure place prior to their collection.



# Goods Invoicing and Payment

There are procedures for the payment methods for goods and rent, and there are consequences for non payment by the due date. It is important to maintain up to date payments according to your payment schedule. This will avoid the risk of your account being placed on hold.

## Payment Methods

The preferred method of payment is by Direct Debit. This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.

If the amount to be paid or the payment dates changes, Enterprise Inns will notify you at least four days in advance of your account being debited or as otherwise agreed.

If an error is made by Enterprise Inns or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at anytime by writing to you bank or building society.

Please also send us a copy of your letter.

## Rent

Rent is due monthly in advance, on the first day of the calendar month.

The preferred method of payment is via Direct Debit. Queries relating to rent payments may be addressed either to your Enterprise Inns Regional Manager or your Enterprise Inns Regional Credit Control Manager.

## Consequences of Non Payment

Returned Direct Debits must be paid by electronic bank transfer (CHAPS), or by debit or credit card. This should be paid via your Enterprise Inns Regional Credit Control Manager, within 24 hours of notification of returned Direct Debit.

Failure to do so will put your beer delivery at risk, as your order will have been automatically put on hold.

Payment by cheque is not acceptable.

