

# GREAT SENSE™

## DROPSHIP WELCOME PACK



# WHAT IS DROPSHIP?

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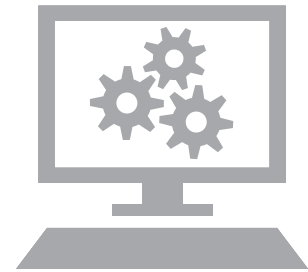
Dropship, or as we call it, DHD (Direct Home Delivery) is a service that Great Sense offers to online retailers such as yourselves. We process the orders, store the products, dispatch the items and offer unrivalled customer service and damage replacement options. All you need to do is send us the customer details, leave the rest to us!

Simply email the Order information to [DHD@greatsense.co.uk](mailto:DHD@greatsense.co.uk)



## GREAT SENSE™

We will create the order on our system and email you the invoice.



## GREAT SENSE™

We store every product in our warehouse, so you don't need to worry about storage location or storage fees.



## GREAT SENSE™

We use our own array of courier services, complete with tracking numbers.



## GREAT SENSE™

We have our own customer service team ready to help, be it questions about an item, tracking info or replacements.



# START DROPSHIPPING WITH GREAT SENSE™

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Our DHD (Direct Home Delivery) service, could not be easier to set-up and use with today's advanced technology. Simply fill out the DHD Account Form and email it back to us. We will process your Account and let you know once it is live. Then, you can populate your website with Great Sense products, using our Master Price File; which includes in-depth information as well as image links to download all of our pictures.

That's it! Now you have a Dropship account with us!

## Step 1

Complete and return the DHD Account Form to us at [DHD@greatsense.co.uk](mailto:DHD@greatsense.co.uk).



## Step 2

We will process your new Account. (Please allow up to 5 Business Days).



## Step 3

Once you have received our Master Price List, feel free to list as many products to your website as you desire.



# DHD ACCOUNT FORM

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Please fill out the "DHD Account Form" which you have been sent. The more information you fill out the better. Once you have finished, please email it back to us, making sure that you have read the Terms & Conditions and signed the form. If you have any questions or concerns, please feel free to give us a call or email us and we will be happy to go over it with you.

## OUR NEWSLETTER

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By default you will be set-up to receive our Newsletter using the primary email address we have for your account. You can unsubscribe at any time but it is **STRONGLY** recommended to stay subscribed due to the following:

### **Master Price File Updates**

Occasionally, we will make changes to the master product file. Be it price changes or adding/discontinuing a product line. For this reason alone, being a current newsletter subscriber is very important.

### **Price Discounts every Month**

Every month we send out a list of products preselected by our marketing team with various discounts against the wholesale price. Promotions typically last the entirety of the month, but promotion lengths may vary.

### **Trade Show Invitations and News**

We are always striving to increase the quality of our products and expand our customer base. As a result we go to as many trade shows as we can every year. Coming to see us at our trade shows is a great way to have a conversation face to face and physically check out the quality of the products we stock, as well as get insight to concept furniture for the upcoming year's furniture collection.

## MASTER PRICE FILE

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The Master Price List has all of our current DHD products. The file includes information such as our SKU and EAN codes, Image links, Product Descriptions, Prices, Dimensions, Weights and more. It is your annual Master File of our products available for you to sell on your website. You are free to add as many of the products to your site as you wish, to increase the rate of sales, we recommend adding all of the lines if possible.

The file is quite comprehensive and should have everything you will need to list and start selling our products. However, if there is anything you feel is missing or you require further information, do not hesitate to contact us.

## STOCK LEVELS

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### **Automatic Stock Feeds**

On the account form that was sent out, you will have supplied a preferred email address for Great Sense to send you stock feeds. These are sent by email automatically twice a day at 00:00 and 12:00. If you need to add more than one email address to the daily stock feed, please contact us and we will add those on for you.

We can also set-up FTP stock feeds if you need it, for more information about FTP stock feeds please email [DHD@greatsense.co.uk](mailto:DHD@greatsense.co.uk) and we will set that up for you.

# ORDER PROCESSING

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1. Orders must be sent to us via email at [DHD@greatsense.co.uk](mailto:DHD@greatsense.co.uk).

2. Please ensure that your order has the following:

- **Delivery Recipient's Name, Full Delivery Address and Phone Number**
- **Our 6-digit REF Code, or alternatively our SKU Code** (for each product ordered)

Orders which do not have these criteria will be delayed until we have retrieved the information from you.

3. We will email you the Pro-forma invoice as soon as we have processed the order.

4. Payment should be made to us via **Faster Payments** bank transfer, on average this takes up to 2 hours to reach our account and is by far the best and quickest payment method. Alternatively, payment can be made via **BACS**. This however is not usually recommended as it can take up to 4 banking days to reach our account.

**Important:** We will dispatch the goods when the money is in our account so please keep this in mind when choosing a payment method from the above options.

**Important:** We will require a remittance advice sent to [DHD@greatsense.co.uk](mailto:DHD@greatsense.co.uk) to establish proof of payment and method of payment, which in turn gives us an indication when to dispatch your goods. If a remittance advice is not sent to us, your order may be delayed.

5. We will ship the item(s) as soon as possible. Please refer to the "Shipping & Delivery" section of this document for more information on lead/delivery times.

*If you have your own interface or FTP that requires us to download/upload orders, packing slips, labels, tracking information, manifests, stock levels, products, prices etc, please get in touch with us at [DHD@greatsense.co.uk](mailto:DHD@greatsense.co.uk) with the relevant access details and we will be happy to oblige.*

## SHIPPING & DELIVERY

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### Handling & Delivery Times

Our Handling/Lead time is 1-2 working days.

Parcels will take 1-3 working days for delivery (Approx 2-5 Working days in total including Handling/Lead time).

Pallets will take 3-5 working days for delivery (Approx 4-7 Working days in total including Handling/Lead time).

Refer to the Master Price file to determine which products fall under which courier type.

### Pallets

Our larger products may qualify for a pallet service delivery. Our standard pallet delivery service is a 3-5 working day curbside delivery. Due to the pallet courier drivers contract, the driver may not be able to help to unwrap the product or take it off the pallet. The pallet will be left with the customer to dispose of. Re-deliveries in the case of a customer missing an agreed delivery date of a pallet may generate additional delivery charges.

All of our pallet deliveries will require a valid customer phone number before delivery can be arranged. Our Pallet service provider will always ring the customer to agree a date before delivery. Express or dedicated day deliveries (which will have to be communicated to us on or prior to the order) will not be valid for a book-in delivery (customer will not be phoned before delivery). Next day pallet deliveries will be more expensive and will require additional payment from your customer.

*Shipping & Delivery Continued on next page*

## Parcels

Our parcel services will be a standard delivery without book-in confirmation to the customer. Our parcel delivery service is 1-3 working days, depending on the parcel size and location. Smaller parcels do not require a signature upon receiving the goods but the larger, bulkier ones do, this can however be signed by a neighbour but we will need your customer's permission in writing either from you or your customer before we can action the request.

## Tracking Numbers

All of our couriers generate working tracking numbers. We can supply the tracking number upon request from your company once we have dispatched your order. By default we do not send out tracking numbers automatically.

## Returns & Replacements

We are happy to accept all returns up to 28 days from the day that your customer has received their purchased goods, whatever the reason. In this circumstance, i.e. returning because of a change of heart etc, you will have to pay for the return of the goods back to our warehouse.

### Returns & Replacements: Damaged Item(s)

If your customer has a damaged item - Either received damaged or damaged during use, as long as it is within the warranty period and follows the guidelines of the warranty's cover, we will happily replace the item free of charge or offer the customer a full refund. In order for this action to take effect, we will require photos of the damage and a brief description of why/how the item is damaged sent to us via email.

## Additional Charges

Our delivery prices on the Master Price file are representative for U.K mainland only (Scotland, Ireland and the Channel Islands will incur additional charges). If your customer places an order located in any of the above mentioned regions, please contact us on or prior to the order. We will then give you a quote for the additional costs, payment of which will be required prior to shipment.

The standard delivery charge in the Master Price file is representative of a typical Monday to Friday delivery schedule. Saturday, Sunday, Bank Holidays and Public Holidays will not be covered by the standard delivery charge. You will need to pay additional charges to receive the item outside of the typical working week.

If your customer's shipment has already left our warehouse and your customer is unavailable to receive the goods after five working days or they are unobtainable at the property and/or via the phone number given, you are liable for any storage fees of the parcel/pallet as it will be stored indefinitely until the customer has successfully received the goods.

# IMPORTANT INFORMATION

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**VAT Number:** GB237215913  
**Company Number:** 10104716

**Office Phone Number:** +44 (0)1202 622399  
**Email Address:** DHD@greatsense.co.uk

**Trading Address/Warehouse Address:**  
Unit 26 Factory Road, Upton Industrial Estate,  
Poole, BH16 5SL, UK

**Registered Office Address:**  
30 Berkeley Avenue, Poole,  
Dorset, BH12 4HZ, UK

**Bank Details:**  
Barclays Bank: Poole High Street Branch  
Account Number: 53881547  
Sort Code: 20-68-79