

DELIVERY

GENERAL INFORMATION

Flints realises that you need your goods in time for your fit up and that budgets can be tight. We use delivery companies who are firstly reliable but offer great value too. The diverse nature of our strange products results in unavoidable exceptions, but as a general rule:

An envelope we can pop in the post costs from £6.25

A small box costs £9.95

If you can wait a couple of days small orders over £50.00 go FREE

A big heavy box starts from £19.50

If your order exceeds £325.00 it goes FREE

In Central London orders over £100.00 go FREE



Ok, that was the easy bit that applies to most of our deliveries but here are the nitty gritty details. Please note that all weights are based on the greater of actual and volumetric weights. To calculate volumetric weight in kilograms, multiply the length by height by depth of the parcel measured in metres and divide by 0.005.

Too complicated? In most cases our online system will work out the carriage for you at the point of order.

MAINLAND UK OTHER THAN CENTRAL LONDON

Flints offers an Economy Service for smaller, lighter orders but the majority of orders are sent on an overnight service. Orders over £50 net can be sent free of charge on Economy Services. Orders over £325 net are sent free of charge on Standard Services. This offer excludes all offshore areas of the UK and the items excluded below. The below costs are guidelines and are subject to change. Please contact us directly if you require an exact quote.

Service	Price	Limitations
Royal Mail 24 hrs	£6.95 up to 5 kg maximum	Dry goods only. No aerosols. Goods must be able to be packed in an envelope measuring 450 x 300 mm
Royal Mail Economy 48 hrs	£6.25 up to 2 kg maximum	
Small Parcel 24 hrs	£9.95 up to 10 kg maximum	No aerosols or other hazardous goods. Maximum length 1.5 m
Small Parcel Economy 48 hrs	£7.95 up to 10 kg maximum	No aerosols or other hazardous goods. Maximum length 1.5 m
Standard 24 hrs	£19.95 to 20 kg then £0.60 per kg	Maximum length 3 m
Longer Lengths 24 hrs	£55.00 to 20 kg then £0.60 per kg	Maximum length 6 m [Full scaff length]
Regrettably we have been forced to withdraw before noon / am deliveries as couriers were proving too unreliable.		
A pallet 24 hrs [price per pallet]	£65.00 England, Wales, Central and Southern Scotland	Suitable for most deliveries over 65 kg to non-residential UK mainland addresses only excluding the Scottish Highlands Maximum length 1.2 m

NOW FOR THE UK EXCEPTIONS

Area Exceptions

Isle of Wight [PO 30 - PO 41]	2 - 3 day service.	£50.00 to 20 kg then £0.60 per kg
Scottish Highlands [postcode definitions vary]	5 day service.	£75.00 to 20 kg then £0.60 per kg
Scottish Grampian [postcode definitions vary]	2 - 3 day service.	£55.00 to 20 kg then £0.60 per kg
Scottish Islands, Channel Islands, Scilly Isles, & Isle of Man	3 - 4 day service.	£80.00 up to 20 kg then £1.10 per kg
Northern Ireland	3 - 5 day service.	£70.00 up to 20 kg then £0.85 per kg

Regrettably the ongoing issues relating to customs controls between mainland UK and Northern Ireland have made it difficult for us to adequately support our much valued customers in this area. We will continue to do our best to serve these customers, but there may be additional delays and costs to services until the situation is completely resolved.

For all of these areas you can place an order via our website, and the cost of carriage will be automatically calculated for you as you checkout. Otherwise, please contact our customer services team by email [sales@flints.co.uk] or by phone [020 7703 9786] and they will be give you exact pricing based on the goods ordered.

Product Exceptions [UK Only]:

Stage and counterweights, filled sandbags, lead shot bags, polystyrene cutters, compressors and nails are carried at the rates quoted regardless of order value. Flooring, access equipment, staging, lifts, hazardous goods including Froth-Pak and pyrotechnics, oversized goods and hire goods: please call for delivery prices for these items. Hire goods are priced separately.

If your requirements fall outside of any of these we are always happy to obtain a tailored haulage quotation for you.

CENTRAL LONDON & FILM STUDIOS VAN RUN

Most deliveries in the London postal districts are made on our own vans. Orders over £100 net are delivered free of charge. A £6 charge is made for smaller orders. Order by 4 pm for delivery the next day [subject to stock availability] Urgent deliveries can be sent on the same day by bike or parcel car, please call for a quote. The following postcodes are included in our Van Run, for other London postcodes refer to our Mainland UK deliveries on the previous page.

E 2, 3, 5, 8, 9, 10, 14, 15, 20
SE 5, 10, 15, 21, 22, 23, 24
SW 2, 3, 4, 7, 8, 9, 11, 12
W 2, 9
NW 1, 3, 5, 6, 8
N 1, 4, 5, 7, 16, 19



Included Film Studios: Pinewood, Elstree, Shepperton, 3 Mills, Twickenham, West London, Ealing, Sands, East London, Leavesden, Longcross and Flash Film Transport, Troubadour Meridian Water, UX1 Studios, Shoe Bucket, OMA:X, Garden, Bray, Sky Studios Osterley, Westernd Sky Elstree, Park Royal, Shinfield, Langleybury.

If you're not sure if you're covered, just give us a ring. Regrettably to book this service to most film studios, you must do so by phone or by email rather than via our website. Listed postcodes can book for delivery online.

REST OF WORLD

Europe With Brexit this has all got a lot more complicated! We are still happy to ship to our dear neighbours, but please be aware that things are not as straightforward as they used to be. There may be additional customs and import duties which might need to be paid on receipt of the goods into the destination country for which you would be liable, separate to any shipping costs incurred and paid for through us. If preferred, we can parcel up orders as directed and you can arrange your own shipping.

Australia We are delighted to announce that we now have a distributor based in Sydney! HME Services have really impressed us so far and we are sure they will be well placed to serve all existing customers in Aus. To find out more about HME and their brilliant range of products and services please visit their website: <http://www.hmeservices.com.au/>

Rest of the world We can arrange air and sea freight to virtually any destination with very competitive rates. Please phone [+44 (0) 20 7703 9786] or email [sales@flints.co.uk] for a quote. We can also arrange for the preparation of orders to facilitate you to organise your own shipping arrangements.

TERMS & CONDITIONS

Prices

All prices in this catalogue exclude VAT which will be charged at the prevailing rate. Prices are correct at the time of going to press but are subject to change without notice. Errors and omissions excepted.

Payment

We accept payment by cash, cheque [payable to Flint Hire & Supply Ltd], credit card or bank transfer. Please do not send cash by post. Payment must be made in sterling. Credit accounts can be opened subject to status. Please contact the accounts department for details.

Delivery Times

We will endeavour to arrange delivery of goods within the time scales requested, but cannot be liable for any consequences of failure to deliver on time.

Stock Availability

We endeavour to keep adequate stock levels of all our products. However this is not always possible. You will be advised as soon as possible of any delays.

Damage or Short Delivery

Damage/shortages must be noted on Carrier's Delivery Sheet immediately and notice in writing given to the company within 3 days of receipt of goods.

Non-Delivery

Claims for non-delivery must be made in writing to the company within ten days of despatch shown on Invoice.

WEST END & CITY RUN

Since launching our Van Run many years ago, traffic conditions in Central London have significantly deteriorated. This combined with our desire to reduce our carbon footprint has led us to thinking of other options... plus a need to service the West End for those last minute emergencies! Introducing the West End & City Run serviced by PediVan; it's eco-friendly and fast! Order by 12 pm for delivery that day, just £6.75 or free when you spend over £100.00

All WC and EC postcodes
SE 1, 4, 8, 11, 13, 14, 16, 17
E 1
SW 1
W 1



Mówimy po Polsku



Nous parlons Français

Returns

Your rights to return goods may be protected under UK consumer laws pertaining to distance selling. Section 2 of the Consumer Rights Act 2015 lays out the key definitions pertinent to the Act.

Consumers: Entitled to cancel orders and return the goods within 14 working days for a full refund, including the cost of delivery. Do this by contacting us by email or telephone and quote the order number. Returns are not possible for special orders, cut lengths, made up cloths or lifting equipment. Refunds will be paid within 30 days. You are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or mis-described.

Traders: Other than goods which reach the customer in an unusable condition, the company will only accept returns subject to a 20% handling charge unless by prior arrangement. Returns will not be possible for special orders, cut lengths, made up cloths or lifting equipment. Any goods returned should be in a good and saleable condition. In regard to suspected faulty products, they should be returned to us for inspection, and if deemed faulty we will replace, refund or repair.

Specification

The specification and description of goods in our catalogue were correct to the best of our knowledge at time of going to press. However we reserve the right to change specifications without notice. The customer shall be wholly responsible for ensuring that all products are entirely appropriate for the use and application intended.

All sales are subject to our full terms and conditions which are available on request.
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