This Etex UK Insulation Ltd service policy is a guideline for our customers purchasing Superglass and Ursa products within the UK.

1. Orders

Orders are only accepted in writing by sending a purchase order to **customerservice.stirling@etexgroup.com** and must contain:

- Your purchase order (PO) number.
- Full delivery address including postcode:
- All sites must be able to accept articulated vehicles.
- All sites must have suitable off-loading facilities.
- All site restrictions and special instructions.
- Site contact name and telephone number.
- Superglass or Ursa product code and description.
- Requested quantities.
- Requested delivery date and time.
- Correct price - including quote number if applicable.
- Any transport and additional charges.
- Name, contact number and email address of person placing the order.

If your purchase order does not contain the details above, please be aware that it may result in a delay to the processing of the order.

Orders will be confirmed by way of an order acknowledgement sent via email. Please check the order acknowledgement is correct and notify the Customer Service Team of any discrepancies.

2. Order confirmations

We accept that our customer requirements will change, and you may need to amend your order after it has been placed

Superglass - amendments will be considered up to 3 working days for full loads only, before the agreed delivery date and should be confirmed in writing and clearly marked as an amendment to prevent duplication.

Any non-standard products have a minimum order quantity of 10 pallets.

All orders are subject to Superglass Insulation terms and conditions of sale, the most recent version can be viewed on our website **www.superglass.co.uk**

Ursa - amendments will be considered up to 10 working days before the agreed delivery date and should be confirmed in writing and clearly marked as an amendment to prevent duplication.

All orders are subject to Ursa UK terms and conditions of sale, the most recent version can be viewed on our website **www.ursa-uk.co.uk**

3. Delivery

Depending on demand and product availability, lead times may vary.

For all current lead times please email:
customerservice.stirling@etexgroup.com
or call **01786 451170** option 1.

Etex UK Insulation Limited. Thistle Industrial Estate, Kerse Road, Stirling FK7 7QQ UK

Customer Services:
Tel: **01786 451170**
Email: **customerservice.stirling@etexgroup.com**

URSA Technical enquiries:
Email: **technicalursa.uk@etexgroup.com**

Superglass Technical enquiries:
Email: **technical.stirling@etexgroup.com**

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