



A Guide to Doing Business with Cross+Morse

I hope you find this guide to doing business with Cross+Morse useful.

We have tried to provide practical, commercial information to help you in your day-to-day dealings with us and the various levels of service we can provide.

Our aim is to provide the highest possible standard of customer service and to make it easy for you to do business with us.

If our service fails to meet your expectations or you think we can improve in certain areas, please contact myself and I will do my best to take the necessary actions.

David Shadbolt Managing Director

MISSION STATEMENT

To offer the widest range of power transmission products tailored to each of our customers requirements, offering excellent product quality and delivery in the shortest lead time possible.

To offer the complete customer service experience and support from our dedicated team.

Ordering Procedures and Deliveries

Hours of Business: For your convenience our telephone lines are open:

Monday to Friday 8.30am to 5.00pm

Outside of these hours you may place orders via our voicemail, fax or e-mail

Or

We also offer a 24 hour service for standard stock items.

Mobile No: 07775 807 540

A callout charge will apply

Placing an Order: Placing an order could not be easier. Simply phone, fax or e-mail us with your order. We have a dedicated customer services team ready and willing to process your order requirements.

Tel 0121 360 0155 Fax 0121 325 1079

E-mail sales@crossmorse.com

CrossBore CrossBore is a unique dedicated manufacturing cell available for a **24hr Machining Service** rework and individual customer requirements.

Place an order for up to 10 pcs between 10.00am - 5.00pm and we will despatch the very next working day. Quantities over 10 may be available on the same service.

Please enquire for more details.

(CrossBore service is subject to size and available stock).

CrossBore Gold Service Order an item on CrossBore Gold and we will despatch the same day.

A Premium charge will apply. (restrictions apply)



CrossBore Breakdown Service If you have a very urgent requirement, we have our breakdown service available.

Please contact our customer service team for details.

Ex-Stock Delivery: Our substantial stocks of standard items are available for despatch by any of the options listed below.

Order before 4.30pm for same day despatch

Our customer service team will always endeavour to meet all of your requirements.

UK Mainland Carriage Options

Next Day

Standard next day
Before 12 noon
Before 10 am
Before 9 am
Saturday am
2-3 Day

Same Day

For the most urgent items we offer a same day delivery service.
Prices are available on request

Customer Collections

Collections can be made between 9.00am and 5.00pm. Please allow 1 hour for your order to be processed

Call off / Schedule Orders: We are always ready to discuss the holding of stock for call off against our customers forward orders, All goods must be delivered to the customer over a maximum period of 12 months.

Returns and shortages: If you wish to return any items please contact our customer services team. We will undertake to deal with the matter as quickly as possible and advise you of a returns number. A re-handling charge will be made for stock items returned, after inspection has been made.

Cancellation: In the event that you need to cancel an order please request cancellation in writing, We are only able to accept cancellation on standard stock items and with the written agreement of Cross+Morse.

Terms and Conditions Our standard terms and conditions apply to all sales, a copy is available on request. You will also find a copy on the reverse of your order acknowledgement.



Payment Methods

Setting up an Account: If you wish to set up an account, please request an Account application form from our customer services department. You will need to provide us with a letterhead, one bank reference and two trade references.

Cash Sale: It is possible to purchase goods from us on a proforma basis.

Cheque: Please make cheques payable to: **T.D. Cross Ltd.**
When doing so please add an additional 4 days for clearance of cheque.

BACS: Payments may be made by BACS or electronic transfer.
Please contact us for our bank details.

Credit Card: We accept payment by: VISA, MASTERCARD, and SWITCH



Forgotten to Pay? : Our standard terms are nett 30 days. If payment is not received promptly your account may be placed on delivery stop. If you require items urgently you need to contact our customer service department.

Cross+Morse, Shady Lane, Great Barr, Birmingham B44 9EU. England

Company Registered Office:
Cross+Morse,
Shady Lane,
Great Barr,
Birmingham.
B44 9EU.

Co Reg No 1631813

Vat No GB 661 5562 31

Support Services

Product Design /Technical We offer a complete product design and technical support service.

Site Survey: We can also assess all your requirements by allowing one of our qualified sales engineers to carry out a site survey.

Brochures /Sales Literature: We have a wide range of brochures available covering our full product range. You can contact our customer services team for more details and technical information.

Customer Service Department: Our highly professional customer service department is dedicated to serving your needs, whether you need price and delivery on an item, to check stock, progress delivery, or to resolve any problems that may arise. We are on hand to provide quick and accurate answers to all your requirements.