

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 reliable but offer great value too. The diverse nature of our strange products results in unavoidable exceptions, but as a general rule:

- A small parcel bag costs from £4.95 and a small box costs £9.95
- If you can wait a couple of days small orders over £50 go FREE but some exceptions apply
- A big heavy box starts from £11.95 but if your order exceeds £150 it goes FREE on an economy service, or free on a next day service if your order exceeds £325. Some exceptions apply.
- In London orders over £100 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 London

Flints offers an Economy Service for smaller, lighter orders but the majority of orders are sent on an overnight service. Small and dry orders over £50 net can be sent free of charge. Orders over £150 net are sent free of charge on an Economy Service. Orders over £325 net are sent free of charge on Standard Services. This offer excludes all offshore or more remote 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	Free service when you spend	Limitations
Mail Pack	£4.95 up to 1 kg maximum	£50	No liquids, hazardous or oversized items
Courier Bag	£5.95 up to 5 kg maximum	£50	No liquids, hazardous or oversized items
Saver Economy Service	£9.95/£11.95 up to 20 kg then 50 p per additional kg	£150	No bulky or oversized items. Maximum length 1.5 m (liquids & hazardous surcharge of £2)
Standard Next Day	£9.95 up to 20 kg then 50 p per additional kg	£325	No liquids, hazardous, bulky or oversized items. Maximum length 1.5 m
LQ Next Day	£11.95 up to 20 kg then 50 p per additional kg	£325	No bulky or oversized items. Maximum length 1.5 m
Pre-noon Delivery LQ	£15.95 up to 20 kg then 50 p per additional kg	n/a	No bulky or oversized items. Maximum length 1.5 m
Standard 24 hrs	£19.95 to 20 kg then 60p per kg	£325	Maximum length 3.0 m
Before noon	£38.50 to 20 kg then 60 p per kg	n/a	Maximum length 3.0 m
Pallet 24hrs	£65 England, Wales, Central & Southern Scotland	£325	Suitable for most deliveries over 65 kg to non-residential UK mainland addresses only. Price per pallet. Max length 1.2 m
Longer Lengths 3.0m +	£55.00 to 20 kg then 60p per kg		England, Wales, Central & Southern Scotland - other areas may not be covered

Geographical Exceptions

Region	Postcodes typically included	Price	Limitations
Scottish "Highlands" 2-5 Day Parcel service	AB30-38, AB42-45, AB53-58, DD8-9, IV21-28, IV40, IV52-54, PA34-40 PH30-41, PH49-50, KW1-14, PA80	£27.95 to 20kg then 60p per kg	No bulky or oversized items. Maximum length 1.5 m
Scottish Offshore 2-5 Day Parcel service	HS1-9, IV41-51, IV55-56, KA27-28, KW15-17, PA20, PA41-49, PA60-78, PH42-44, ZE1-3	£39.95 to 20kg then 60p per kg	No bulky or oversized items. Maximum length 1.5 m
Scottish Surcharged 2-3 Day Parcel service	AB10-16,21-25, AB31-32 AB41, AB51-52, IV1-20, IV30-32, IV36, IV63, PH3-13 PH15-26, PA21-35, FK7-21, KY99, DD10-11	£27.95 to 20kg then 60p per kg	No bulky or oversized items. Maximum length 1.5 m
Scottish Borders	DG and TD, KA5-7,18,19,26	£16.95 to 20kg then 60p per kg	No bulky or oversized items. Maximum length 1.5 m
Scottish Highlands Pallets (3-5 days)	V1 - IV28, IV30-IV36, IV40, IV52 - IV54, IV63, KW1-KW3, KW5-KW14, PA33, PA38, PH17-PH26, PH30-PH41, PH49, PH50	£198.50	Suitable for most deliveries over 65 kg to non-residential UK mainland addresses only. Price per pallet. Max length 1.2 m
Isle of Wight	P030-41	£50 to 20kg then 60p per kg	No hazardous, bulky or oversized items. Maximum length 1.5 m
Channel (Jersey & Guernsey only)	JE, GY	£63.95 to 20kg then £1 per kg	No hazardous, bulky or oversized items. Maximum length 1.5 m
Northern Ireland (Standard Service) 2-3 days	BT	£70.00 to 20 kg then 85p per kg	No aerosols, no hazardous. Maximum length 3.0 m

Northern Ireland

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.

Greater London

Flints now run three vans meaning that most deliveries in the London postal districts and many in the surrounding areas are made on our own transport. As well as bringing a personal touch to our deliveries, running our own vans means that we have complete control over the delivery process in the areas covered. We are able to track the whereabouts of the vans and improve reliability, minimise damage and even reduce packaging. Orders over £100 net are delivered free of charge. A £6 charge is made for smaller orders. Sadly our vans are no longer carrying dog biscuits.

Same Day West End & City Run

Our electric van serves customers in the West End and City.

Order by noon for a same day delivery

(subject to stock availability).

The following postcodes are covered: All **WC** and **EC** postcodes; **SE** 1, 11, 16, 17; **E**1; **SW**1; **W**1

Urgent deliveries can be sent on the same day by bike or parcel car, please call for a quote

Next Day London & Film Studios Van Run

Our Diesel vans serve customers in most of the rest of London and some of the surrounding area. Order by 4pm for delivery the next working day, subject to stock availability. 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, 16, 20; **SE** 4, 5, 8, 10, 13, 14, 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

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.



Dartford & surrounding area

Since our move to Dartford we also offer the Next Day Van Run service to our near neighbours on both sides of the river within the following postcodes: **DA** 2, 5, 6, 7, 8, 9, 10, 14, 15, 16, 17, 18 ; **RM** 19, 20

Additionally we serve the following film studios:

3 Mills, Abbey Wood, Bray Studios, Ealing, East London, Elstree, Flash Film Transport, Garden Studios, Langleybury, Leavesden (Warner Brothers), Longcross, Oma Studio Store, OMA:X Film Studios, Park Royal, Pinewood, Sands, Shepperton, Shoe Bucket Watford, Sky Studios Elstree, Sky Studios Osterley, Troubadour Meridian Water, Twickenham, UX1 Studios, West London Film Studios, Western Sky Elstree, Wharf Studios.

Click & Collect

For customers who prefer to collect their goods at a time convenient to them, Flints offer a Click & Collect service in partnership with Steeldeck Rentals at Unit 58 T Marchant Estate, Verney Road, SE16 3DH. Order by 11am and collect from Steeldeck Rentals between 8.30am and 4pm from noon the following working day.

Europe

Years after Brexit, this is still a lot more complicated than it should be! We are happy to ship to mainland Europe, 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.

Rest of the world

We can arrange air and sea freight to virtually any destination with very competitive rates. We also have many years experience in producing all the necessary documentation to ensure the smooth processing of your order through customs.

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.

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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