

Terms & Conditions / UK shipping only via Royal Mail

Last updated 28/06/2025

1. Definitions

As used in these terms & conditions, “we”, “us”, “our” and “Start up Fulfilment” means Start up fulfilment Ltd and “you”, “your”, “client” means the you, the client of Start up fulfilment Ltd, whether a public or private limited company, partnership, sole trader or individual. “Fulfilment credits” are pre-payment units, which are individually redeemed against a single fulfilled order. An “order” is your customer's order, which we have downloaded from your website or channel and includes all associated actions and costs as detailed below in section (3). “Fulfilled”, “Shipped” and “Dispatched” describe a customer order that is fully packaged, has a Royal Mail shipping label attached (with tracking number) and has been marked as dispatched on your website or channel. “Items” refers to the total contents of a customer order as downloaded by us from your website or channel.

2. Getting Started

We first ask you to read and agree to our terms & conditions by signing. These outline our services and the scope of our responsibilities. Next, we ask that you supply us with a list of all items we will be initially fulfilling, including product name, price, SKU, description, image (if you have one) size and weight. At this stage you let us know what date you expect us to be receiving stock, including the quantities of each SKU. When stock is received and before we start fulfilling, we can if you want, send you (or provide images of) a dummy order, to see if you are happy with the packaging. Next, we agree a handover date; ideally this would be a Monday after your current order cut off time if you have one. On the day of handover, we connect to your website or channel after your order cut off time, or an agreed time if you don't have one. There is no downtime for your site. We ask you at this stage to change your shipping settings to reflect our cut off times / delivery service and to change your stock levels to reflect what we have on hand (unless we are master of stock and pushing levels to your website or channel) Once connected to your site or channel, we are responsible for fulfilling your orders. Unless using fulfilment credits we invoice weekly in arrears. Alongside the invoice we email a weekly CSV file detailing every order we have shipped & every return we have processed during that week (if we are processing them). Invoices are issued on a Monday with payment required within 48 hours.

3. Outline of Services Provided

Shipping

Start up Fulfilment Ltd receives, stores, picks, packs and ships your orders. You are charged every time an order is shipped out. There is standard fixed price of £4.99 ex VAT.

Maximum dimensions:

maximum length: 42 cm

maximum width: 30 cm

maximum thickness: 30 cm

maximum weight: 2 kg

The price includes the picking and packing of four items, appropriately sized packaging materials, void fill, address label, packing label, visual record, same day dispatch (before the cut off time of 4pm Monday to Friday and 11am Saturday, excluding public holidays), Royal Mail tracked 24 shipping and two cubic metres of storage for active stock (must ship at least one order per week). There is a £0.50 ex VAT per item charge for EVERY item over the included four items.

Returns

We agree on how customer returns are handled at the start. Returns processing including pre-paid Royal Mail tracked 48 shipping label is £4.99 per return or £2.99 without the prepaid label. This price includes visual inspection of returned items and re-entry into stock or disposal, as per your instructions.

Quality control

Unless provided with specific criteria we will exercise our judgment on whether an item of stock is fit to be dispatched or not. Typically, this means we will reject items that are visibly damaged e.g. cracked, split, opened, seal broken etc. If you want us to reject subtly imperfect items e.g. very slight dents, scuffed or wonky label etc you must let us know at the outset.

Wholesale and B2B orders

Pallet shipping is charged as follows: £35 for preparation, including labels, paper work and pallet wrap £15 for the Pallet (unless you provide) Shipping at cost with Palletline - If you give us an example destination we can provide an indicative price.

Large, less than pallet orders We charge £25 per hour to prepare large orders and ship using UPS, DHL, FedEx or Parcelforce.

4. Your stock

It is the client's responsibility to get stock to us safely; we are not liable for damage or theft in transit. We highly recommended taking time to package your products appropriately and using a reputable carrier. We take responsibility for stock after all delivered items have been unpackaged. If we notice delivered boxes are damaged, we will take photographs of the damaged outer boxes and film the opening, documenting any stock inside that is damaged. It will be up to you to claim compensation from your delivery courier. In the event that the boxes appear severely damaged we will refuse to accept delivery. Clients, by engaging our services, agree that the procedures detailed here in section (4) absolve us of liability for items that are damaged or have gone missing in transit. Before sending us stock you must let us know the replacement value for each individual unit. This is the amount we will refund you for items that are damaged or that go missing whilst the stock is our responsibility as defined within these terms & conditions. Our responsibility for your stock ends when an item is handed over to the Royal Mail, this is when the collection driver scans the paperwork. Please note: we are unable to pay any delivery or import charges upon receipt.

Storage of stock

We offer two cubic metres of storage for free. This remains free if we process at least one order per week for you (excluding the first week) If you do not ship an order in any given week after the first week, we charge £10 per cubic metre per month. If your stock exceeds the two free cubic metres it is considered 'additional storage' and is charged at £10 per cubic meter per month.

5. Payment for services

Payment for our services is by weekly invoice (in arrears) or prepaid by the purchase of fulfilment credits.

Weekly invoicing

We invoice on a weekly basis in arrears; payment is made by bank transfer. Alongside the invoice we email a weekly CSV file detailing every order we have shipped & every return we have processed during that week. Your invoice is emailed to you each Monday (Tuesday in the event of a bank holiday) and must be settled fully within 48 hours. Failure to pay will result in the immediate suspension of fulfilment.

Fulfilment Credits

Each Fulfilment credit covers all the elements of fulfilment detailed in section (3). Fulfilment credits can be purchased for the first time through the website by card payment or PayPal (only one pack of 20 can be purchased) Subsequent purchases must be by invoice, with payment by direct bank transfer. We strongly advise that you confirm payment details with us by phone before making the first transfer and do so entirely at your own risk. It is your responsibility to maintain a sufficient level of fulfilment credits to ensure uninterrupted fulfilment of your customer orders. We will undertake to notify you if your level of fulfilment credits is getting low, however this is not guaranteed and we are not liable if you run out. Your customer orders will not be fulfilled if you do not have sufficient fulfilment credits. We keep an electronic ledger of each fulfilment action we undertake on your behalf and provide a weekly report which details fulfilment credits purchased against fulfilment credits redeemed. VAT invoices are also provided within 48 hours of a purchase of fulfilment credits.

6. Your customer disputes

When we have fulfilled an order for you, we automatically mark orders as dispatched on your website or channel. The tracking number is also populated on your website or channel. We, as a default, supply Royal Mail with your customer's email and or phone number which results in your customer getting an email and SMS from Royal Mail with a delivery notification which may include an estimated delivery window. This is not guaranteed in any way and its accuracy is not our responsibility. We visually record every order we pack and this record is stored for 30 days. In case of a customer dispute, we can provide a still screenshot from the video recording of the packing process which includes the items, packing label, delivery label and outer packaging.

Missing in Transit:

If items go missing in transit we will resend for free and compensate you at the replacement price. If an item is shown as having been delivered, we will be unable to resend for free or to compensate you and any replacement order you may wish to send will be charged by us at the normal rate. Royal Mail offers the facility for customers to have their delivery left in a 'safe place'. Although this is at the customer's own risk (and made clear to customers) this can lead to disputes and we recommend that you communicate to your customers that if they choose this option, it is done so entirely at their own risk.

Picking errors:

If we make a picking mistake (and it is confirmed by the visual recording) by sending an incorrect item in an order we will send the correct item again for free and arrange for the return of the incorrect item at our expense. If we miss an item out, we will send the missing item for free.

7. Dispute resolution

Our transparent, light touch approach makes disputes very unlikely. However, if a dispute does occur, we ask that you first communicate the issue to us in writing. We will then aim to rectify and /or come to an agreement to resolve the issue(s) within seven days.

8. Engagement & Termination

We reserve the right to refuse any business without reason or explanation. We further reserve the right to terminate fulfilment immediately without notice if a client issues a chargeback against a payment made for the initial fulfilment credits; or fails to pay an invoice within the agreed timeframe. As we operate on a light touch basis, we do not require notice if you no longer wish to use our services (please note it is your responsibility to pay for the removal of stock) in addition Start up Fulfilment will always give at least 60 days' notice if we wish to discontinue your fulfilment.

9. Our details

Start up fulfilment Ltd

Registered office and trading address:

Unit 5G

Wilton Road

Ramsgate

Kent CT12 5HG

Company number: 16120162

VAT number: 481 5473 74

Data Protection Registration No. ZB906340

By signing you confirm you have read and understood our terms & conditions.