

Stonegate Group

PUB PARTNERS

Supply Chain Service Charter

Ordering

We have an online order platform to allow you to place orders at your convenience but needs to be aligned to your order and delivery cycle. We also have a dedicated Customer Account Manager team who are happy to support you if you encounter issues with the online solution. You can call this number (03333 20 20 85) from 07:00 to 18:00 Monday to Friday.

Our Brands

We have agreements with all the major drinks suppliers including Heineken, Carlsberg/ Marstons, BBG, Molson Coors, Diageo. We also deal with many smaller drinks companies to ensure we can offer an industry leading selection.

We offer an extensive range of international, national, regional and local brands, including an exceptional range of cask ales.

We work with SIBA, the Society of Independent Brewers, to give our publicans access to hundreds of products from regional and micro-breweries.

We can also supply an extensive range of wines, spirits and minerals.

Delivery

Our delivery service is provided by XPO (previously known as Kuehne & Nagel Drinks Logistics - KNDL). All orders placed are transmitted to this contract partner ready for picking and onward delivery. Each week we deliver thousands of items ranging from beer line cleaner to keg lager.

All deliveries are subject to minimum order quantity requirements (except where special arrangements have been made).

Your Customer Account Manager can advise you of minimum order requirements if required.

Drinks Ordering

There are several aspects of drinks ordering.

COMMITMENTS

We are committed to our relationship with our publicans. To ensure that this relationship is of the highest quality, we commit to certain actions described below.

Our commitments to you

- We will ensure that core products are available at all times
- We will advise you of promotional offers
- We will deal with ad hoc requirements efficiently
- We will address and resolve all issues raised, as efficiently as possible

Your commitments to us

- To place your order on the right day and before the daily cut off.
- To order sufficient stock to cover 10 days normal trading

The Customer Contact Centre telephone number is **03333 20 20 85**.

Emergency Orders

In exceptional circumstances, we offer an emergency delivery service to cover exceptional trading and unforeseen stock shortages.

The emergency delivery lead time is two working days and every reasonable effort will be made to minimise the time you are without goods.

Please note that this service may incur an additional charge.

We will only make a charge for an emergency delivery after we have informed you at the point of order capture and it is accepted by you.

We do not charge for emergency deliveries where us or our Supply Chain Partner Contractors are at fault.

Drinks Deliveries

COMMITMENTS

We are committed to our relationship with our publicans. To ensure that this relationship is of the highest quality we commit to certain actions described below.

Our commitments to you

- To deliver your order on the agreed day and within the agreed time window.
- We will collect empty containers on a like for like basis.
- We will deliver the goods into the cellar according to your requirements. Please note

Your commitments to us

- Please ensure that a responsible person is available to receive and sign for the goods.
- It is your responsibility to make sure that the delivery area is in accordance with Health and Safety Legislation.

that you will not be required to assist with any scheduled delivery.

- When we get it wrong, we will endeavour to put it right within a reasonable timescale.

- It is vital that all goods are checked at point of delivery and you confirm the time of delivery on the paperwork before signing the delivery note.

- In addition, you should check that you have received the relevant pub co pack packaged goods.

- You should ensure that empties are stored in a secure place prior to their collection.

- Please note that if you refuse all or part of your delivery, we may apply a charge. You will be advised before any charges are made.

Goods invoicing and payment

There are procedures for the payment methods for goods and rent, and there are consequences for non-payment by the due date. It is important to maintain up to date payments according to your payment schedule. This will avoid the risk of your account being placed on hold.

Payment methods

The preferred method of payment is by Direct Debit. This guarantee is offered by all banks and building societies that take part in the Direct Debit scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.

If the amount to be paid or the payment dates changes, we will notify you at least four days in advance of your account being debited or as otherwise agreed.

If an error is made by us or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send us a copy of your letter.

Rent

Rent is due monthly in advance, on the first day of the calendar month.

The preferred method of payment is via Direct Debit. Queries relating to rent payments may be addressed either to your Regional Manager or your Regional Credit Control Manager.

Consequences of non-payment

Returned Direct Debits must be paid by electronic bank transfer (CHAPS), or by debit or credit card. This should be paid via your Regional Credit Control Manager, within 24 hours of notification of returned Direct Debit.

Failure to do so will put your beer delivery at risk, as your order will have been automatically put on hold. Payment by cheque is not acceptable.

Ullage

If you have received a faulty product, please contact the Customer Contact Centre on 03333 20 20 85 to register the fault whilst the product is still within its best before date. Your Customer Account Manager will then process the claim for credit on your behalf.

We will register the ullage return with our distributor and the brand owner. If appropriate, a technician will visit you to verify the fault product.

We will make arrangements for the container to be uplifted and returned to the depot. A credit decision will be made once the assessment is complete and you will be informed of the decision.

Credit will only be given if there is a genuine fault with the product. Any of the following may result in non-payment of credit:

- Evidence of tampering
- Evidence of product adulteration
- Outside best before date on initial reporting of the fault
- Defaced or illegible product label
- Less than minimum required volume in the container

i.e. more than 3 gallons dispensed