

01 August, 2023

Backorder Processing

Dear Customer,

With the ever-increasing costs of freight, shipping small value orders, such as backorders, has become uneconomical.

Most of our customers do not accept part shipments, or backorders, as it's easier to keep track of stock on order.

As of 1st September 2023, Spear & Jackson will no longer accept backorders, unless by special arrangement for "Special Order" items. Special Order items are goods not normally stocked, requiring importation.

How this works.

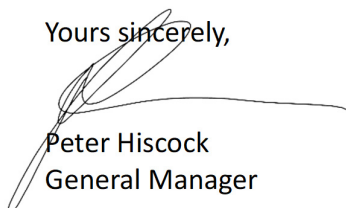
Items with only partial quantity or nil stock, to cover quantities ordered. The outstanding, undelivered, quantity will be deleted from our sales order upon invoicing.

Table 1. Backorder Deletion examples

EXAMPLES	Item No	Description	QTY Ordered	QTY Delivered	QTY on Backorder
Partial Shipment:	SJ-OPHS	SHOVEL POST HOLE TRADE OAK	60	36	0
60 Ordered, only 36 Shipped, outstanding balance of 24 deleted					
Nil Stock:	SJ-OPHS	SHOVEL POST HOLE TRADE OAK	60	0	0
60 ordered, 0 delivered, outstanding balance of 60 deleted					

"Special Order" items placed on backorder will not be shipped immediately when available, they will be consigned with your next normal stock order. Alternative delivery arrangements may be made upon order placement by accepting a nominal freight charge.

Yours sincerely,



Peter Hiscock
General Manager