



# NEW STOCKIST FAQS

## Little Acorn Games

### How do I place an order?

Orders can be placed by completing a **Trade Order Form**, **by email**, or **via written confirmation**. All orders are subject to acceptance and our standard **Terms & Conditions of Sale**. Once accepted, we will confirm everything in writing with a pro-forma invoice for payment and a final invoice will then be issued after delivery.

### Do you require payment upfront?

Yes. For new stockists, first orders are supplied on **Payment in Advance** terms. Stock is secured once payment has been received in full. Payment details and methods will be included in the pro-forma invoice.

### What are your minimum order quantities (MOQs)?

Please ask us for current MOQs. These may vary by product or order type but we will **always try to accommodate your needs**.

### When do you begin stock allocation?

Stock allocation or production begins once **payment has been received in full**.

### When will I receive my order?

We always **dispatch orders as quickly as possible**, but lead times can sometimes vary depending on stock availability and whether manufacture is required. Estimated dispatch windows will be confirmed in writing.

### How is delivery handled?

We use **standard couriers with tracking**. Delivery costs are finalised on the pro-forma invoice. Risk passes to the buyer on delivery. Estimated delivery dates are provided for guidance.

### Do you accept returns?

Returns are accepted only for **faulty goods** and must be reported within 7 days of receipt. All returns require prior approval. Replacement or refund is at our discretion.

### Can I cancel an order after placing it?

We always help where possible, but trade orders become binding once accepted by us in writing. Cancellations are not guaranteed and must be agreed in writing.

## What if I change my mind?

We understand plans can change. Please contact us **as soon as possible**. If stock allocation has not yet started or an order has not yet been submitted to our manufacturer to fulfil your order (see 'What happens with large orders?' below), **we will do our best to accommodate changes**.

## What happens with large orders?

Some orders require production from our manufacturer. We will advise you at the time if your order falls into this category. Once a manufactured order has been submitted to our manufacturer, **it cannot be cancelled or amended**. Please check quantities carefully before confirming.

## Why can't manufactured orders be cancelled or amended?

Our games are produced specifically to order for certain orders. Once the order has been submitted to our manufacturer, **production and materials are committed** and cannot be reversed.

## Will I be charged if I cancel?

If cancellation is agreed, we reserve the right to **recover any costs already incurred**, including materials or supplier commitments.

## When might credit terms be offered?

Credit terms may be offered to **repeat customers** with a positive payment history.

## Are these consumer rights?

No. These are **business-to-business (B2B) trade orders**. Consumer cancellation rights do not apply.

## Who should I contact with questions?

No question is too small! **We'd love to hear from you** and always aim to respond within 24 hours.

**Contact Jen Shillitoe (Director):**

**Email:** [littleacorngames@outlook.com](mailto:littleacorngames@outlook.com)

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**Scan to read our full Terms and Conditions of Sale**

**THANK YOU FOR YOUR INTEREST IN STOCKING OUR GAMES!**