



Sutherland Philatelics

PO Box 448, Ferny Hills D C, Qld 4055, Australia

web: sutherlandphilatelics.com.au

e-mail: sutherlandphil@bigpond.com

phone / fax: international: 61 7 3851 2398 Australia: 07 3851 2398

ABN 69 768 764 240



NEW ISSUES SERVICE – TERMS

(July 2010 revision)

New issue items supplied by Sutherland Philatelics are sold subject to our general Terms and Conditions of Sale. All goods sold by Sutherland Philatelics remain the property of Sutherland Philatelics until paid for in full by the customer.

THE COUNTRIES SERVICED

We provide a New Issue Service for MUH stamps, mini sheets and booklets on an issue by issue basis for:

- Great Britain, including Regional (Country) issues
- Canada

These are sold by individual set (ie, you do not have to buy a year set) and are usually available for the year in late November. They are not listed in the New Issues Chronicle.

WHAT WE SUPPLY

We can supply items *as they are issued* by the postal administrations. New products are constantly developed for both postal and philatelic needs and it is not always easy to identify these in advance. We will supply *whole* items as issued by the philatelic bureaux.

We can not supply, on standing order, *parts* of philatelic products unless it is economic for us to do so. So, taking the current GB practice of prestige booklets containing commemorative (special) and definitive stamps, it is not commercial for us to supply just the Machins / definitive stamps alone, at normal new issue prices, when they constitute only 20% of the value of the booklet. Nor is it possible to supply items issued at or for admission to philatelic exhibitions unless these were supplied on standing order to us by the philatelic bureaux at face / near face value.

We will endeavour (provided it is commercially viable for us) to supply you with individual items (perf, paper and gum varieties) from prestige and self adhesive booklets and other products. However, as we have no control over the contents of these products, we are unable to guarantee supply of individual components. *Such items may also be premium priced.* No “rights” to such individual components attach by virtue of having a new issue subscription.

We are also unable to guarantee the supply of restricted products, eg those rationed or unannounced by philatelic bureaux.

STOCK ITEMS

Extra copies (over and above new issue customer requirements) for the above countries are also acquired for stock allowing customers to cherry pick particular issues. Prices of all new issues can be expected to increase once the issue ceases to become available from the issuing postal administration. Most postal administrations sell stamps for one year from date of issue although it is not uncommon for individual issues to sell out earlier for a variety of reasons.

SPECIAL ORDER ITEMS

We can acquire the following items specifically for you, but please note that at least 2 months' notice of cancellation of a standing order for these items must be given. Furthermore, these items (and one-off orders) will be acquired only against a fully funded deposit account or an irrevocable credit card authority:

- Packs, Annual packs, Annual albums
- FDCs (see the following comment)
- FU (FDCs supplied). Note that some countries do NOT supply *se tenant* issues on a single cover but split them over a number of covers (eg Canada).

We are reluctant to offer this facility and may have to decline uneconomic requests. Also note that some countries do not issue a total product range.

THE COST OF THE SERVICE

We charge clients the normal trade markup on issue price, which is usually (but not always) face, plus GST. We absorb the overhead costs of overseas postage, registration fees, bank cheque fees, customs charges, etc. Our resultant price is frequently below nationally advertised prices from other major new issue services. It is rarely, if ever, consistently above. Specialty items, eg stamps from prestige or self adhesive books, may be premium priced to compensate for “wastage”. We always indicate when this is the case.

For clients who have *advance funded* their account, we give an automatic **10% discount** on our list price (excluding postage). *This discount does NOT apply where accounts are funded by credit cards.*

NEW ISSUE FUNDING

Your New Issue Account may be funded in advance by cash, cheque, money order or credit card authority.

For all accounts, funding is required quarterly in advance. **Suggested funding** requirements for the next quarter are advised to customers with their new issues for the preceding quarter. Cheques are required by return mail. Failure to *fully* fund the account jeopardises any discount. In fairness to complying customers, we are not sympathetic to “late” funding.

It is therefore incumbent upon the customer to ensure his / her account is fully funded at all times.

Special order items are not held in stock and therefore must be fully funded before the order is placed. Special individual orders are not revocable. Special standing orders are revocable with 2 months' notice.

The amount of funding will depend on the periodic value of new issues ordered. Most customers always seem to find “extras” over and above their standing order requirements so *it is advisable to over-fund the account a*

little. [We get no ancillary benefit from this. We have a non-interest-bearing operating account and do not operate an overdraft or other debt facility]. For new customers, a minimum deposit of \$50 is recommended. Unused balances are carried forward and will be refunded in full to customers who leave the new issue service.

Alternatively, clients may fund their new issue account with a **continuous credit card authority**. *However, a minimum transaction of \$30 will be processed and the 10% discount otherwise applicable to funded accounts will NOT apply.*

Customers may also wish to cherry pick the New Issues Checklist in arrears. If they have over funded accounts to cover the cost of such items, we will also extend the 10% discount to such items. However, where advance funding does not cover such items or if payment is made by credit card, the 10% discount does not apply.

DISPATCH

Clients may receive their new issues as frequently as they wish. However, dispatch upon receipt is not recommended except for regular large orders. **The default option is to have new issues forwarded approximately three weeks after the end of each March, June, September and December quarters.** Currently, all new issue customers follow this procedure.

Please advise us if you wish to use other than the default option.

POSTAGE

Delivery is at the purchaser's risk, irrespective of the value involved.

All dispatch postage costs are for the customer's account. *We strongly recommend the use of registered mail for dispatches below \$100 and insurance for expensive shipments (above \$100; and for yearbooks, annual packs etc).*

We use quality stamps (usually commemoratives) on all our shipments and have them hand cancelled. A fee is charged for **packing** where we have to send large items (Smilers sheets, large mini sheets etc). This fee is nominal where we have reusable packing materials. It is charged at cost where we have to acquire packing materials. In some circumstances it is expedient to use PPEs for dispatch. Customers **MUST** remember Australia Post's size, *thickness* and weight requirements to avoid expensive parcel post rates.

CHANGES and CANCELLATION

Changes, with corresponding lead times, may be made to your standing order at any time. Your standing order may be cancelled (or items deleted) at any time with **ONE MONTHS'** notice for stock items and **TWO MONTHS'** notice for special items.

Credit card authorities can **NOT** be cancelled until the last item has been received by us, dispatched and your account finalised. We believe that none of the above conditions are onerous to genuine collectors.

ASSISTANCE

Want lists for back stock items or any other items of interest are welcome.

If we can help you in any way, please do not hesitate to ask. Feedback on our service, Checklist and price lists is most welcome. Constructive suggestions are always welcome.

Please enclose a SAE with all enquiries.

Please advise us of your *e-mail address (and phone number if possible)*. We will advise you by e-mail (only) when your new issues have been dispatched so you may plan for their arrival.

We look forward to being of assistance to you in developing your philatelic collection.