

FAQ's

1. INCO terms - what are they?

Inco terms are the different ways that goods can be shipped and charged between a seller and a buyer
Here is a good pictorial sheet that explains all of the different terms that are used.

INCOTERMS® 2010 RULES

Incoterm	Loading on truck (carrier)	Export customs declaration	Carriage to port of export	Unloading of truck in port of export	Loading charges in port of export	Freight to port of import	Unloading charges in port of import	Loading on truck in port of import	Carriage to place of destination	Insurance	Import customs clearance	Import taxes
EXW	Buyer											
FCA	Seller		Buyer									
FAS	Seller			Buyer								
FOB	Seller				Buyer							
CFR	Seller					Buyer						
CIF	Seller					Buyer		Seller	Buyer			
DAT	Seller				Buyer		Seller	Buyer				
DAP	Seller						Buyer					
CPT	Seller							Buyer				
CIP	Seller							Buyer				
DDP	Seller											

1. I'm being supplied DDP - what does this mean?

- DDP Means 'Delivered, Duties paid'. All charges are being paid by Nevilles

2. I'm being supplied DAP - what does this mean?

- DAP Means 'Delivery at Place'. Nevilles deliver the product to the distributor, and the distributor is responsible for any Import duties and customs clearance, should this be required

3. I'm being supplied FOB - What does this mean?

- Free on Board, or FOB** is an **Incoterm**, which means the seller is responsible for loading the purchased cargo onto the ship, and all costs associated. The point the goods are safe aboard the vessel, the risk transfers to the buyer, who assumes the responsibility of the remainder of the transport

4. I'm being supplied Ex-Wks - What does this mean?

- Ex Works. Share.** An arrangement in which a buyer assumes all other shipping and regulatory responsibilities of transporting goods from the seller's point of origin.

5. I'm from the ROI and I'm being charged VAT on my invoice - why?

- We are required now to charge VAT on invoices for goods sent to ROI. As the UK is no longer part of the single market, Nevilles are charged VAT on exports into the EU. So that Nevilles may recover VAT charged, which would otherwise result in an increase to the cost of our products, we have elected to register for VAT in the ROI. As we hold a VAT registration in ROI, we are now required to charge VAT on goods that are sent to the ROI. Nevilles are able to reclaim the VAT on exports to ROI on this sale, as we are now registered for VAT in the ROI. Our customer is also able to reclaim the VAT on this transaction, if they are VAT registered.

6. Why can I not buy in Sterling if I am in ROI?

- If a supplier invoices to a company in ROI in GBP and charges VAT, it is required to declare the VAT amount in Euros, by converting this from the GBP figure. This Euro conversion has to be done at the selling rate recorded by the Central Bank at the time the invoice is due to be issued, similar to the HMRC exchange rate from GBP to EUR. Nevilles operate a fixed exchange rate between GBP and EUR, which ensures stability of pricing in Euros. This does mean that we cannot offer this moving exchange rate, which mean that the VAT conversion to Euros will be different from the Fixed rate that we show, thus creating a discrepancy. The best way for us to solve this is for customers in the ROI to move to purchasing in Euros.

7. Why are my shipments being delayed?

- Reasons: NUK is required to create the correct documentation & register this documentation on to our carrier system, which delays despatch from Nevilles by 24 hours.
- Shipping & delays at port - shippers have to ensure that there is the correct paperwork for all consignments on their trailer, not just NUK consignment.

8. What should I do if I am contacted by the carrier to pay duty?

- If you are a Nevilles Customers in the EU, you should not be charged a duty payment by our carrier, as Nevilles are paying the duty. Please contact our Customer Support team on customersupport@nevilleuk.com and we will be able to help.

9. What is all of this new information on my invoice?

- We need to provide now Country of Origin and Commodity codes for products, as these are needed for export and import documentation as of 1st January, in line with the UK no longer being part of the single market (show copy of invoice NI, ROI)
- NI Invoice**

Invoice - 14528953

This invoice is for commercial invoice 11429941



Bill-to address

Caterpillar
Stephens Catering Equip Co Ltd
T/A Caterpillar, BT Dangan Road
North Fawcett Ind. Est.
Belfast
BT3 8JL
UNITED KINGDOM
At: General - Order Acknowledgements

Ship-to address

Caterpillar
81 Dangan Road
North Fawcett Industrial Estate
Belfast
BT3 8JL
Northern Ireland
GB

Invoice No. 14528953
Customer No. C00727
Doc. date 03/03/2021
Due date 03/02/2021
Contact Person General - Order Acknowledgements
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Customer ref. PHEL001712
Website ID 39432012

Additional Information:

Incoterms: DAP
VAT Number: GB 143783968
Supplier EOR: X14378398000
Customer EOR: X281634745000
CPC Number: CPC 10 00 001
Payment Details: 30 Days EOM

Reason for export = Permanently Sold

Item no.	Customer Item No	Product Description	Tariff Code	Origin	Weight (kg)	Qty.	Price	Total GBP
Reference / PO # : PHEL001712 Nevilles SO# : 11429941								
SLTN 30		Genware Natural Edge Slate Platter 30cm Round	8603090	China	1.10	1	0.00	0.00
SLTN 229		Genware Natural Stone Platter 32 X 26cm 112 G	6802090	China	0.88	1	0.00	0.00
WB2316BK		Wix Basket, Rectangular 23 x 15 x 7.5cm	73229900	China	0.28	1	0.00	0.00
V0305		FT Motor Hball Tumbler 28x19.8oz	70133799	Spain	0.25	1	0.00	0.00
WB24BK		Genware Round Black Wix Basket 24 x 6cm	73229900	China	0.30	1	0.00	0.00
								SO Total 0.00
Net Total								0.00
Discount								0.00
Tax								0.00
Total GBP								0.00

Net Weight (kg): 2.83

I declare that the products covered by this document are not subject to any export or import prohibitions or restrictions

Shipper: Neville UK PLC, Unit 6, Viking Way - Erith - DAA IEW - GB

Tel: +44 1322 442142 Email: customersupport@nevilleuk.com Web: www.nevilleuk.com

Invoice No. 1.1 Invoice Date: 03/03/2021

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c. ROI Invoice example

Invoice - 14528785

This invoice is for commercial invoice 11429817



Bill-to address

Kendamar Distributors Limited
Kendamar Distributors Limited
Unit 22
Ashbourne Business Centre
Ballylin Road - Ashbourne
Co Meath
A84 V2D6
IRELAND
GB

Ship-to address

Kendamar Distributors Limited
Unit 22 Ashbourne Business Centre, Ballylin
Road
Co Meath
Ashbourne
A84 9960
Ireland
GB

Invoice No. 14528785
Customer No. C02274
Doc. date 03/02/2021
Due date 03/04/2021
Contact Person General - Order Acknowledgements
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Customer ref. 110882
Website ID

Additional Information:

Incoterms: DDP
VAT Number: IE3283194EH
Supplier EOR: IE3283194EH
Customer EOR: IE9740777A
CPC Number: CPC 10 00 001
Payment Details: 60 Days Net

Reason for export = Permanently Sold

Item no.	Customer Item No	Product Description	Tariff Code	Origin	Weight (kg)	Qty.	Price	Total EUR
Reference / PO # : 13882 Nevilles SO# : 11429817								
MEC30		Genware Mat Cup 30cc/10oz SGL	73229300	India	8.74	39	4.96	193.28
								SO Total 193.28
Net Total								193.28
Discount								0.00
Tax								40.59
Total EUR								233.87

Net Weight (kg): 8.74

I declare that the products covered by this document are not subject to any export or import prohibitions or restrictions

Shipper: Neville UK PLC, Unit 6, Viking Way - Erith - DAA IEW - GB

Tel: +44 1322 442142 Email: customersupport@nevilleuk.com Web: www.nevilleuk.com

Invoice No. 1.1 Invoice Date: 03/03/2021

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- NI Customer - Why can you not deliver to my customer in the ROI
 - Nevilles cannot deliver to an address that is not in the same country as the distributor invoice address.
- NI Customer - Can you deliver direct to my customer in NI?
 - Carriers are able to make a direct delivery in NI on behalf of a NI Customer - commercial decision to be made by NM if we should do this.
- UK Mainland Customer - Why can you not deliver to my customer in Ireland?
 - Nevilles cannot deliver to an address that is not in the same country as the distributor invoice address.
- ROI Customer - can I do a direct delivery to my customer in the UK?
 - No, we can only deliver to a company that is in the same country as your distributor invoice address.
- Where can I find the commodity code and Country of Origin information on Nevilles products?
 - These are all available on the Nevilles website, in the Marketing Support under full product data. Click [here](#) to access this