



## **The Pilkington Green Card**

### **Why should I have a Pilkington Green Card?**

Quite simply it's designed to make purchasing easier. The Green Card allows you to "charge" your purchases to the card and pay on a fixed date by direct debit. Statements are sent to you at the beginning of the month.

### **What are the benefits of the Green Card?**

- Fixed Direct Debit collection date – allowing you to manage your company cash flow
- 1.5% discount on all Pilkington purchases
- Less internal paperwork
- Manage your account online 24 hours a day
- Credit limit reviews
- Increased staff accountability
- Protection from fraud
- Pilkington Promotions

### **If I pay by Direct Debit don't I lose control?**

You are always in control. You will receive your statement at the beginning of the month, allowing you to double check that it is right before payment is taken on your agreed fixed payment date.

You are also protected by the direct debit guarantee – which means should a genuine mistake ever be made your bank will instantly refund you. If you have a particular query with a delivery or invoice please contact the supplying branch who are tasked to resolve it within 3 working days of notification.

Should you ever have any problem meeting payments simply call one of our Pilkington Green Card Customer Service advisers and they will assist you.

### **Can I pay by cheque or BACS?**

We have chosen the best method to save you time and expense. With Direct Debit, you have no concerns that your account is on stop because of late or non-payment - it's easier and more convenient for you. Payment by cheque is the fastest declining method of payment and are to be phased out in the UK by 2018.

### **Can I have more than 1 card and can I set limits on individual cards?**

Of course you can. The Pilkington Green Card is designed to give you more control over your business and your staff. You can also amend those limits whenever you want by simply calling our Customer Service number.

Remember of course that, as with any credit facility, you will have a set limit within which you will need to operate. This means that at any one time there will be a maximum authorised trading limit for the combined use of all the cards belonging to your company.

### **Will you review my credit limit?**

As you are paying by direct debit this allows us to establish a strong pattern of payment. This means that we can automatically review your limits if you wish, however your credit limit will be reviewed as a matter of course over time – just as with all cards.

### **What do I do if my Pilkington Green Card is stolen?**

Call the 24 hour Lost and Stolen Card Line **0800 234 6563**. If a member of your staff has left and you want to prevent them using the card – call the dedicated Customer Service number **0800 234 6561** and we will put a stop on the Card.



**PILKINGTON**  
NSG Group Flat Glass Business

**What if my account converts mid month?**

You will get a statement as usual at the end of the month, with all transactions from that month including those which took place prior to applying for your Pilkington Green Card. We do need however to ensure any aged or outstanding items are resolved prior to opening the account.

**Do I have to convert my account and, if so, when is the last date for conversion?**

We hope that those customers invited to take up this offer will take advantage of our new card. There is no closing date to this invitation and those customers who choose to take up the Green Card will have all future purchases charged to this account. It is not possible to have both the Green Card and a conventional account. This does not affect any other Pilkington Terms and Conditions.

**How do I open my Green Card Account?**

Please phone the customer service number with your bank account details or go to [www.pilkington.co.uk/greencard](http://www.pilkington.co.uk/greencard) and we will then ensure your Pilkington Green Card account is opened and the card is sent out to the you as soon as possible.

**What if I buy from a number of Pilkington sites?**

The card is set up to allow you trade with any of the Pilkington branches, for any products subject to availability and the limits set on the account.

**Will I still place my orders in the same way as before and will I receive the same documentation?**

Orders are placed in exactly the same way as you have always done. We will send you all the same paperwork that we have done before including your individual invoices so that you have the permanent record of your purchases. However, you will receive your Pilkington Green Card statement in the exactly the same way as you would for your personal credit card or store card at the beginning of every month.