



The Moray Council

Order Form

Museums and Local Heritage Services Order for Museum Enquiries / Research

Name and Address of Customer:

Name.....

Address.....

.....

.....

Postcode.....

Telephone Number.....

E-mail.....

Details of the service point originating the order:

Date order received from customer:

Name of Service point:

Staff Initials:

Details of Enquiry (only ONE Enquiry per order form please)

Agreed Time Limit:

Agreed Cost:

Breakdown of materials / third-party costs:

Please leave the boxes below blank

Cash Sale **Yes / No**

Tick here if paid cash

Researcher Use

Date received:

Date completed:

Time Taken:

Researcher:

Pricing

Time Cost:

Materials etc.:

Postage/Packing

Total Excl. VAT:

Invoice

Date raised:

Invoice Number:

Amount:

Operator:

Customer Information

Charges for Heritage Enquiries

We will ask for payment for enquiries which require the specialist knowledge or expertise of staff, and which take more than twenty minutes to answer.

How we accept enquiries.

We shall accept enquiries by person, fax, post, or email. Telephone enquiries which are chargeable will be referred to the Moray Council online shop, or enquirers will be asked to write to us.

What you will be asked to pay

ENQUIRIES TAKING UP TO TWENTY MINUTES

Up to twenty minutes of staff time devoted to your enquiry will be free, but you will be asked to pay for any photocopies and computer printout at a rate of 10p per A4 sheet. You may agree in advance to accept as much information as can be provided within twenty minutes of staff time. You will also be asked to pay for any additional materials costs, or any third-party charges which we incur in answering your enquiry. You will be told in advance what these charges will be.

ENQUIRIES IN EXCESS OF TWENTY MINUTES

In the case of enquiries which take more than twenty minutes of staff time to answer, you will be charged for *all* time at a rate of £18 per hour. The first twenty minutes will be included in this charge. Thus thirty minutes of enquiry time will cost £9, plus any materials costs as above.

How you will be asked to pay

We shall ask for payment upon satisfactory completion of your enquiry. We shall normally issue an invoice for most enquiries, and accept your payment by cash, or cheque supported by banker's card. Enquiries via email will be charged by credit-card, in accordance with the terms and conditions of the Moray Council online shop. Cheques should be made payable to 'The Moray Council'.