

guidance notes for ordering



Telephone Order Line 028 9260 6969

For credit card sales only; telephone 028 9260 6969 between 9am and 5pm Monday to Friday for a personal, friendly service. We will be happy to accept Mastercard, Visa, Switch and Delta and the Society's own Bank of Scotland Affinity Mastercard. For details of how to obtain the Society's own credit card contact Lifesavers on telephone 01789 773994.



Ordering by fax 028 9260 6968

Simply complete the order form & fax to Lifesavers Direct, on 028 9260 6968. If using your credit card, don't forget to include all the required details.



Website www.lifesaversdirect.co.uk

Purchase online at our new website. All products and special offers available with credit card payments via a secure connection. Carriage charge only £5.00 per order irrespective of order value. Browse and purchase online with confidence.



Ordering by Post

Simply complete the Order Form using BLOCK CAPITALS and post to: *Lifesavers Direct, Trinity House, Lisburn BT28 2YY, United Kingdom.*

Mastercard, Visa, Delta and Switch payments are accepted, please include your card number, expiry date and card issue number in the relevant space below. *Please make all cheques payable to RLSS UK Enterprises Ltd.*

A new order form will be enclosed with your goods and extra copies are available by contacting us at 028 9260 6960.

Local Authorities

Local Authorities can be supplied with a VAT invoice by Lifesavers Direct. Orders must be on a Council official order and either posted or faxed to Lifesavers Direct.

Ordering from your local Branch

Orders can be placed through the Society's Branches in the British Isles. The relevant name and address can be obtained from Lifesavers Headquarters on telephone 01789 773994. Cheques to your local Branch must be made payable to RLSS UK.

Carriage and Packing

SAE

To avoid carriage charges when **only** ordering those items in the catalogue marked SAE, send an A4 stamped [40p] addressed envelope.

Standard Delivery

We deal with your orders as quickly as possible. Orders for non-personalised items will normally be despatched to arrive within 7 working days. However, during very busy periods please allow longer.

Standard postage and packing

Standard postage and packing are not included in the prices shown. Details are as follows:

| | |
|---------------------------|---|
| Order value up to £20.00 | add £3.95 |
| Order value up to £100.00 | add £5.75 |
| Order value over £100.00 | add £7.50 <i>(per full £100 of order)</i> |

Items marked as Carriage Free should not be included when calculating carriage charge.

Laerdal

Laerdal items are subject to a separate carriage charge and should NOT be included with the other items on your order when calculating the general carriage charge. Where the total of the Laerdal items on your order is less than £50.00 please add an additional £3.00 carriage.

Next Day Delivery

If for any reason you need your order urgently, we operate a Next Day delivery service. Simply fax or phone us before 12 noon from Monday to Friday and we will despatch your parcel by NEXT DAY DELIVERY. The cost of this service, irrespective of parcel size or weight, is a supplement of £4, over and above our normal postage and packing rates and is subject to stock availability. This service is not available on items delivered direct from the manufacturer.

Orders must be phoned or faxed before 12 noon to guarantee next day delivery. Orders placed after 12 noon Friday will be delivered the following Tuesday. Next day deliveries can only be made to mainland Great Britain and Northern Ireland, excluding the Scottish Isles, the Channel Islands and the Republic of Ireland. All parcels will need to be signed for on delivery.

Overseas Delivery

To send goods outside the UK, call our Customer Service Team. They will explain the cost & expected delivery time. All carriage costs are non-refundable. We do not make any reduction on our prices when supplying non-EC countries. The non-application of VAT involved has been taken into consideration when calculating the carriage charge.

Customer Service Line 028 9260 6960

Should you have any queries, or be uncertain about any aspect of our products or service, please don't hesitate to call, we'll be only too pleased to help.

Availability

We aim to hold all items in stock at all times. However, sometimes a product is even more popular than we expected, and there may be occasional delays. Lifesavers Direct reserves the right to discontinue merchandise without notice. If any items is discontinued you will be advised within 28 days of receipt of your order and payment received for the discontinued item will be refunded in full. If any item is temporarily out of stock you will be advised. The out of stock item(s) will be sent as soon as stocks are available.

Problems?

We try our best to process your orders correctly. If for any reason a problem occurs we will correct

it. Simply call our friendly Customer Services Team on 028 9260 6960.

Overprinted Clothing

For clothing to be overprinted please specify in writing your EXACT requirements on a separate sheet of paper or enclose camera ready artwork. These items are subject to the charges indicated in the catalogue and require a minimum order of 24 across sizes.

Copyright

RLSS UK & Lifesavers branded items contained in the catalogue *[both paper and online]* are copyright and may not be reproduced by any means in whole, or part, without the written consent of the Director of Lifesavers. The Company reserves the right to modify the contents of the product range at any time. The Company is the only organisation authorised by the Society to use its logo on merchandise; whether for re-sale or not.

Special Offers

At various times the company will have special offers on both catalogue and related products. The price of a special offer only applies if all of the items in the offer are kept. If you choose to return part of a special offer, the goods kept will be charged at their full catalogue price.

Payment

For security reasons we deposit cheques on receipt. Mastercard, Visa and Switch cards are only debited when your order is despatched.

Overseas Payment

Overseas customers should make their payments either through a British Bank account, Eurocheque, sterling bank draft or by credit card.

Catalogue Descriptions

The company operates a policy of continual product development and as a result while products are described as accurately as possible, colours, designs and materials may occasionally vary from those illustrated. The prices quoted in the catalogue and the postage and packing charges are subject to revision without notice. All items include VAT @ 17.5% where appropriate.

Suggestion Box

Have we missed out something? If you have any ideas for products that you would like to see in future editions of our catalogue, please let us know.

Our Promise

We want our customers to be satisfied. If for some reason you want to exchange a product, please repackage the item securely and return via a recorded delivery service. Please enclose a copy of the original invoice and give the reason for return. Returns must be sent back within 7 days of receipt.