

ORDERING BY TELEPHONE You can order using a credit or debit card as below. It is helpful if you can quote your last invoice number and your postcode. The advantage of using the telephone is that you can ask technical questions which we are pleased to answer. Outside office hours you can leave your order on the answerphone. Please repeat your message clearly if using the answerphone and leave a contact telephone number.

ORDERING BY LETTER We issue order forms but just a letter is fine so long as all the necessary information is included. If you are paying by card please give all the card details as listed in "methods of payment" below.

ORDERING BY FAX Dial (01787) 238522. You can conveniently send messages, enquiries or orders with card details any time of the day and night.

ORDERING BY EMAIL/WEBSITE Orders by email are welcome but never email your card details - it is not secure. Use the order form on our website which securely encrypts the data. Just click on the "ordering info" link. We hope to have a "shopping cart" equipped website operational in 2009.

DELIVERY We normally despatch your order the day we receive it. However the carrier does not collect on Saturday, Sunday or Monday so orders received later than Mid-day Friday may not leave until Tuesday. It should then get to you in 2 to 3 working days. (Highlands and Islands take longer). The carrier will not leave the parcel without a signature. If you are not usually in during the day you can indicate an alternative delivery address but this is at your risk.

METHODS OF PAYMENT

We accept payment by **credit or debit cards** with the VISA or MASTERCARD symbol. Also Maestro, Delta, Connect, Electron and Solo. We need the following card details

Card number. This is the long number across the face of the card not the cheque guarantee number.

Expiry date.

Issue number (or "valid from date") if debit (Maestro) card.

Security code last three digits. This is the code in small letters on the signature strip.

Your name and address as listed by the card company.

Cheques or postal orders are welcome.

Please make them payable to "PETER CHILD WOODTURNING SUPPLIES" We do not send by C.O.D. Please do not send cash by post.

V.A.T. and PRICES. All prices in our catalogue INCLUDE VAT. We will try to honour prices for the life of this catalogue but reserve the right to alter prices without notice. If the current VAT rate changes we reserve the right to charge accordingly. If we send a parcel to an address outside the EU then VAT can be deducted. If we send to a U.K. address then we have to charge VAT even if the parcel is subsequently sent abroad.

OVERSEAS CUSTOMERS We send goods all over the world for the catalogue price plus the postage. In order to establish the cost of postage you will need a quotation and the quickest way is to communicate by email or FAX (+44 1787 238522). There are certain items which we will not send, or are very reluctant to send abroad. These are GLASS, INFLAMMABLE POLISHES, MACHINERY and WOOD. If you want to order a Pyrography machine or anything electrical you will have to establish that it is compatible with your electrical system and regulations. We send by AIRMAIL as surface mail cannot be insured. Please see the paragraph on VAT above. If you pay by cheque there may be an extra bank charge for currency conversion and cheque clearing.

CREDIT ACCOUNTS AND SCHOOLS We minimise prices by NOT sending goods on credit or offering credit facilities even to trade customers. WE THEREFORE REQUIRE PAYMENT WITH ALL ORDERS PLEASE. This means less paperwork for us and a much better deal for you! The exception is that official requisitions from schools and state institutions are welcome and will be processed in the usual way.

CALLERS Our shop is open Tuesday to Saturday, 9am to 4-30pm. We close on Sundays and Mondays and some public holidays. Most of our products are on display and we make a big effort to keep everything in stock. There is ample parking space and there are toilets available. See rear cover for a map. Wheelchair access to the shop and wood store has not been a problem but there is no wheelchair access to the toilet.

QUANTITY DISCOUNTS. Take ten identical items (you cannot mix grits, colours etc) for the price of nine (10% off) or 100 items for the price of 80 (20% off). Items priced as packs of ten count as one item. Quantity discounts cannot be compounded with special offers or any other discounts.

CLOSING DAYS. Every Sunday and Monday, Christmas day, Boxing Day and New Years Day. A limited service may operate during Xmas week and when family members take holidays in May and August.

PRIVACY We do not pass on your personal details to others and we do not keep card numbers on a computer database.

Telephone Orders 01787 237291

Fax Orders 01787 238522

International telephone +44 1787 237291

Email address turn@peterchild.co.uk

Website www.peterchild.co.uk

Postal address . . .

The Old Hyde, Little Yeldham Road, Little Yeldham, Nr Halstead, Essex CO9 4QT

Postage Charges

UK Mainland Free over £120 otherwise £4.25.

Highlands, offshore islands & Northern Ireland. Postcodes BT, IV, HS, KA27-28, KW, PA20-49, PA60-78, PH17-26, PH30-44, PH49-50, ZE, IM, TR21-25 £6.25

Outside UK - all other destinations including Channel Islands charged at cost - please ask for quotation

Machinery etc over 25kg is charged at cost - please ask for quotation.



Gift Vouchers

Ideal if you want to buy a present for someone and you are not sure which item he or she wants! We will make out a voucher to any value you choose and if you wish, put it in a gift card. There is no charge apart from the value of the voucher and there is no expiry date. Perfect for Father's Day, retirement presents etc!

All prices include VAT.