

## Click and Collect Policy

*Effective Date: 4<sup>th</sup> March 2024*

**Overview:** Our Click and Collect service is designed to provide our customers with a convenient and efficient way to collect their orders. This policy outlines the key steps and guidelines for utilising our Click and Collect service.

**Operating Hours:** Click and Collect orders can be collected between 9:00 am and 4:30 pm, Monday to Friday. Please note that orders must be collected within this timeframe.

### Order Placement:

1. Customers can place Click and Collect orders by contacting our sales team directly Monday to Friday 8.30 am – 5.00 pm. Tel: 01442 291400
2. Ensure all relevant details such as product codes, quantities, and contact information are accurately provided during the order placement.
3. Keys to Code, Keys to Copy and Keyed alike Cylinders can also be ordered via the Click and Collect service.

### Order Confirmation:

1. Customers will receive an order confirmation via email upon successful placement of the Click and Collect order.
2. Please review the order confirmation to ensure accuracy. Contact our customer service team immediately if any discrepancies are noted.

### Collection Process:

1. Wait for a Order Dispatch confirmation email indicating that the order is ready for collection. This typically occurs within 24 hours, but may vary depending on stock availability.
2. Visit our designated Click and Collect point at our warehouse during the specified operating hours.
3. Provide the order confirmation email and a valid form of identification upon arrival.
4. Our staff will retrieve and verify your order before handing it over.

### Important Notes:

1. Only the person named on the order confirmation, or an authorized representative, may collect the order. Please inform us in advance if someone else will be collecting on your behalf.
2. Orders not collected within 48 hours of the confirmation email will be subject to review and may be restocked. Please contact us if you encounter any issues preventing timely collection.

### Returns and Exchanges:

1. Please inspect your order upon collection. Notify our staff immediately of any issues or discrepancies.
2. For returns or exchanges, refer to our standard Returns and Exchanges policy.

**Contact Information:** For any enquiries or assistance regarding Click and Collect, please contact our customer service team on Tel: 01442 291400.

By utilising our Click and Collect service, you agree to abide by the terms outlined in this policy. We appreciate your cooperation and look forward to providing you with a seamless Click and Collect experience.

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