

Use this form when you order by phone, fax or post.

## SUPPLIER'S DETAILS

COMPANY .....

SALESPERSON'S NAME .....

ADDRESS .....

.....

..... POSTCODE .....

DATE OF TELEPHONE ORDER ..... / ..... / ..... TIME .....

ORDER REFERENCE NUMBER (IF QUOTED) .....

DESPATCH REFERENCE NUMBER .....

## CUSTOMER DETAILS

NAME .....

COMPANY .....

ADDRESS .....

.....

..... POSTCODE .....

DATE OF TELEPHONE ORDER ..... / ..... / .....

ORDERED BY: ☐ TELEPHONE ☐ FAX ☐ POST

ADVERT APPEARED IN PCW:

ISSUE DATE ..... PAGE .....

## QUANTITY

## DETAILS OF ORDER

## UNIT COST £

## TOTAL £


## METHOD OF PAYMENT

☐ PERSONAL CHEQUE ☐ PURCHASE ORDER ☐ CREDIT CARD

☐ C.O.D ☐ DEBIT CARD ☐ OTHER (SPECIFY) .....

CARD COMPANY .....

ISSUE NUMBER (debit cards only) .....

START DATE ..... / ..... / ..... EXPIRY DATE ..... / ..... / .....

CARD NUMBER ..... / ..... / ..... / .....

SUB-TOTAL .....

DISCOUNT .....

CARRIAGE .....

SURCHARGES .....

VAT .....

TOTAL .....

SIGNED .....

DATE ...../...../.....

DAYTIME TELEPHONE NUMBER .....

DELIVERY ADDRESS .....

.....

..... POSTCODE .....

AGREED DELIVERY DATE ..... / ..... / .....

# Purchasing Guidelines

**There are several steps you can take to help ensure that the buying process is smooth and trouble-free. We'd like to suggest these main guidelines:**

### ● KEEP RECORDS

**When you phone a supplier,** make a note of the name of the person you speak to, and when. Note down any claims they make for the product in which you are interested, or any specifications they mention. If you are unsure that what they are offering is right for the task, then ask.

### ● GET A FULL SPEC OF THE MACHINE

**Before you place an order** for a machine, insist on being faxed or emailed a full specification, detailing all components and peripherals. Check what is included: for example,

when buying a printer, are all cables and cartridges bundled in? If you've used a review in a magazine to guide your decision, make sure that what is quoted matches what you have read. Sometimes, machine specifications can change from the model sent for review.

### ● BE CLEAR ABOUT SUPPORT AND WARRANTIES

**Make sure that you get** a warranty which suits your needs and is fully detailed in the quotation. If you need swift repairs, consider paying extra for an eight-hour repair service. Also make sure you understand the level of service you can expect to receive, including who pays for couriers if your machine has to be returned for repair.

### ● USE CREDIT CARD PROTECTION

**When you place your order,** use a credit card. The Consumer Credit Act ensures that credit card purchases between £100 and £30,000 are covered. Check the address to which the goods will be sent. Often, if you buy with a credit card you can only receive the goods at the address on the card. If you are buying over the Internet, make sure you are using a secure server, sometimes denoted by the prefix 'https'.

### ● SET DELIVERY DATE AND CHECK WHAT'S DELIVERED

**This gives you some comeback** if the goods are not delivered on time. When the goods arrive, check the packaging before you sign for them, to guard against damage in transit.