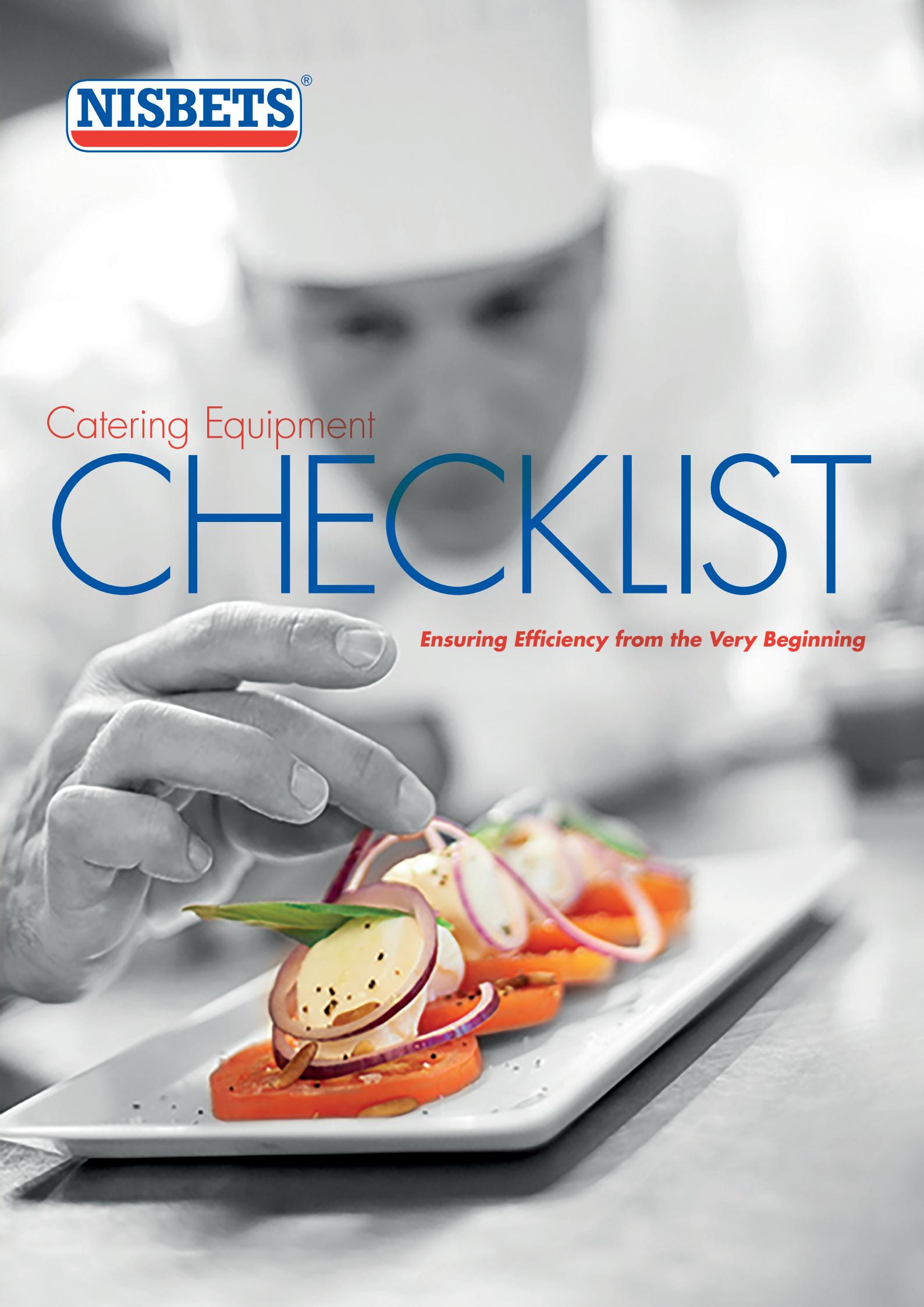


NISBETS[®]

Catering Equipment

CHECKLIST

Ensuring Efficiency from the Very Beginning



Work with your space



When kitting out a commercial kitchen, it's vital you choose the right equipment to meet the demands of your venue. Making efficient use of space and getting the right equipment in the beginning saves you time and money in the long run. Working with your head chef is essential to make sure you've thought of every item you need to cook your menu efficiently.

Safety and **workflow** should be the most important factors in any commercial kitchen.

How can Nisbets help?

With over 30 years' experience in the industry, we've got everything you need to get your business off the ground.

Choose from over 25,000 products from top brands, with the help of our expert team who are on hand to support you and ensure you get the best out of your venue. You can feel safe in the knowledge that we offer:

- ✓ Nationwide engineers with specialised knowledge
- ✓ Equipment leasing*
- ✓ Order before 8pm for next day delivery*
- ✓ 30 day money back guarantee*
- ✓ Low price guarantee*
- ✓ At least 1 year standard warranty*

* For more information on terms & conditions, please check our website or speak to an advisor on 0845 111 0284.



Nisbets Complete Checklist:



Energy Saving
How to reduce your energy costs and increase your profits.



Food Safety
Protect your business and customers by complying with guidelines.



Kitchen Regulations
How to run a safe and efficient kitchen in accordance with legislation.



Equipment Checklist
Make sure you have everything you need to get started.



Spread The Cost

Can leasing help reduce the financial strain of starting a new business?



How We Can Help

Enjoy a smooth start with our award winning service to help you get the best from your business.



ENERGY SAVING

Running a commercial kitchen doesn't come cheap. Make informed decisions with your long-term costs in mind.

It can be tempting to cut costs on appliances when kitting out your kitchen. But will this end up costing you more later in energy bills? It's estimated that kitchens use two and a half times more energy than any other commercial space, so invest wisely. And if you're refurbishing, you might find that with energy efficient equipment you can increase your profits without increasing your sales.

INDUCTION VS GAS

Gas has been the loyal companion of chefs for a long time now. But is this the most efficient way of cooking?

Induction hobs offer an energy efficient alternative to gas hobs, and are also up to 50% more efficient than traditional electric hobs. But beyond energy savings, there are plenty of other perks of switching to induction.

Induction Hob Benefits

- ✓ Keep your kitchen cooler and reduce ventilation costs
- ✓ Energy is only used when the pan is in contact with the hob
- ✓ More precise temperature control
- ✓ Safer as the hob itself does not get hot
- ✓ Easy to clean glass hob

If an induction hob seems too expensive, the best way to work out if the cost is worth it is to look at what you would be saving on energy bills each month. How long will it take before you redeem your initial outlay through the savings made on energy bills? We can help you to work this out so you can make an informed decision.

REFRIGERATION LEGISLATION

Minimum Energy Performance Standards (MEPS)

Recent legislation now states that all refrigeration products sold in the UK and EU must be tested and labelled according to a set of minimum energy performance standards (MEPS). This means you can easily tell how energy efficient your appliance will be, and with refrigeration being the biggest consumer of electricity in the kitchen, you want to make the right choice.

The MEPS ratings range from G (least efficient), to A (most efficient). But this doesn't necessarily mean that an A-rated fridge is always the best one to choose. Our team are on hand to help you work out what's right for you.



Ref: GF239



Ref: L492



ENERGY SAVING

COMBI OVENS

As one of the most modern and versatile kitchen appliances, can a Combi Oven really save you time, space and money in your kitchen?

What is a Combi Oven?

A fairly new appliance on the catering scene, the Combination Oven has three functions: convection, steam and combination cooking. Convection mode uses dry heat that is circulated, steam mode injects water to poach food and keep it moist, and combination mode uses both steam and dry heat. Combination mode helps you to maintain exact levels of humidity, so you can keep your food at optimum moisture levels. Some Combi Ovens can even clean themselves or run complex multi-stage cooking programmes, which can be uploaded via USB stick.

We stock the biggest brands in the industry including the market-leading **Rational**, **Lincat**, **Falcon** and **Lainox**.

Why Choose a Combi Oven?

- ✓ More precise cooking
- ✓ Less shrinkage
- ✓ Consistent dishes
- ✓ Avoid cross-contamination of flavours
- ✓ Cook and hold dishes
- ✓ Save money on wages with an oven that can complete multiple tasks with less manpower
- ✓ Save space with one multi-functional machine



Ref: GJ657

Things to Consider When Buying Kitchen Appliances

- ✓ How much will you be using it? If you're using it all day, you need something heavy duty.
- ✓ Sizing – it's vital to check it's going to fit into your kitchen, whilst also being big enough for the job.
- ✓ Is gas or electric right for you? Eg. A gas hob or an induction hob. Or maybe even both?
- ✓ Does your building have enough loading for electric? Do you have enough plug sockets? Would gas be more appropriate?
- ✓ Is your appliance hardwired or plug in? Or does it need a mains water connection? Does it need drainage or water softening?
- ✓ For high-powered or hardwired appliances do you need an electrician to advise you before purchasing? (site survey)
- ✓ You may need extraction, especially if installing gas appliances or combi ovens.



FOOD SAFETY

Safety and hygiene are everything in the catering industry. To be successful you need to follow the guidelines and maintain high standards at all times.

Food safety guidelines are in place to protect your business and your customers. You need to have the correct equipment to keep food at the appropriate temperature, avoid cross-contamination and to keep your kitchen clean at all times.

ALLERGIES

Safeguarding your customers from potential allergens is the law. Allergies can kill, so being vigilant saves lives and your business.

It's estimated by the European Food Information Council (EU FIC) that in the UK 1-2% of adults and 5-8% of children have a food allergy. That's approximately 2 million people. A bad reaction can be sparked by the smallest trace of an allergen for someone with a severe allergy, and the results can be fatal.

Most common allergens



Cereals cont. wheat



Crustaceans



Eggs



Fish



Peanuts



Milk



Nuts



Celery



Mustard



Lupin



Molluscs



Sesame



Sulphur Dioxide



Soya

So how can you prevent accidents happening?

Be clear about what allergens your foods contain. Clearly label your menu and make sure you know your ingredients and where they were produced. Or you can signpost in the restaurant where this information can be found.

As allergies in the UK are on the rise, it's now not only beneficial to your customers to have allergen free dishes but can also help boost business. If someone in a group of diners has a severe allergy it'll often be their choice where the group eats. Word of mouth and good advertising of your attention to detail when it comes to tackling allergies gets your restaurant a lot of positive recognition.

Tips for Safe Handling of Allergens

- ✓ Store foods correctly - think about colour-coded containers, shelving and labels
- ✓ Clean thoroughly – have the correct cleaning equipment to make sure residue is cleaned after prepping allergens
- ✓ Train staff on hygiene and handling potential allergens
- ✓ Check where your ingredients came from – were they produced in a place where allergens are handled?
- ✓ Be careful with waste management of allergens

ALLERGY SAFETY

This item contains the following Allergens:

- | | |
|--|--|
| <input type="checkbox"/> Cereals Containing Gluten | <input type="checkbox"/> Sesame |
| <input type="checkbox"/> Eggs | <input type="checkbox"/> Lupin |
| <input type="checkbox"/> Fish | <input type="checkbox"/> Celery |
| <input type="checkbox"/> Peanuts | (and celeriac) |
| <input type="checkbox"/> Soybeans | <input type="checkbox"/> Sulphur Dioxide |
| <input type="checkbox"/> Milk | <input type="checkbox"/> Crustaceans |
| <input type="checkbox"/> Nuts | <input type="checkbox"/> Molluscs |
| <input type="checkbox"/> Mustard | |

Ref: GJ058



FOOD SAFETY

Colour Coded Equipment

When it comes to avoiding cross-contamination in the kitchen, colour coded equipment is of vital importance.

Colour coded items, such as chopping boards, knives, utensils and cleaning equipment, can be found in an array of businesses, from catering to healthcare. They are designed to help eliminate the cross contamination of bacteria across different food types or areas. Using specific colours for certain food types; such as meats and vegetables, or areas; such as toilets and bars, can greatly increase cleanliness by stopping the spread of bacteria. This is crucial for commercial kitchens, healthcare environments, schools and more.

From tongs, to knives and chopping boards, we have a whole range of useful colour coded items to make sure your kitchen operates safely. Although colour coded utensils aren't a legal requirement, it's an initiative practised widely in the UK.

Colour coded chopping boards, tongs and knives mean that when it comes to prep you can easily identify the correct utensils, so you'll never mix raw meat and cooked meats, or dairy and veg.

Having signs in your kitchen encourages staff to adhere to the procedures you use, while coloured labels can help keep different food types separate when in storage.

Colour coded cleaning equipment helps you avoid spreading bacteria from one area to another. For example, you should never use the same mop in the toilet as the prep area.



Ref: C886, C853, C810, C860, C840, C870

Cross contamination prevention colour code chart



Ref: CB153, CB154, CB155, CB156



Ref: S237



Ref: J242



KITCHEN REGULATIONS

As a business you have a responsibility to ensure your waste is dealt with in compliance with the law. This means in an environmentally friendly and hygienic manner.

The law states that:

- ✓ Food waste and rubbish must be removed from areas where food is present as quickly as possible
- ✓ Food waste must go in containers which can be closed, unless you can satisfy your local authority that other containers are appropriate
- ✓ Waste containers must be of a suitable construction and kept clean at all times
- ✓ You must have suitable facilities for storage and disposal of all waste away from pests
- ✓ All waste must be disposed of in a hygienic and environmentally friendly way (contact your local authority to find out rules in your area)
- ✓ Waste must not be a source of contamination, either by touching food prep areas or attracting pests

Correct Disposal of Fats, Oils and Grease

Failure to comply with the law can result in a fine or imprisonment.

- ✓ Grease traps stop grease from the sink clogging pipes or travelling into sewers
- ✓ Waste oil must be collected from an Environmental Agency licensed waste carrier
- ✓ Keep waste transfer notes for two years in case of inspection
- ✓ Enzyme dosing systems (Greasepak) can be used to break down grease in the drainage system
- ✓ Always scrape food off plates into a bin before washing them, to keep food out of the drain

Waste Disposal Options

Venue size and the amount of covers you are expecting will determine what kind of waste disposal your restaurant requires.

Smaller Bins

For hygiene reasons hands free bins are essential, and you can choose from pedal bins, swing bins and sack trolleys.

Wheelie Bins

For larger quantities of rubbish choose from traditional wheelie bins for indoor and outdoor use (up to 1100 litre capacity) or bigger waste trolleys for transporting rubbish.

Recycling Bins

Keep recycling simple with colour coded lids and labels for bins. Available in a range of sizes from 60 to 121 litres, and with Slim Jim designs to fit kitchens with limited space.

Waste Compactors

To save space and time spent taking rubbish bags to outdoor bins, waste compactors can be highly beneficial for busy venues, with an average compaction ratio of 85%.

Bin Stores

Keep your bins looking smart, in an area that will keep pests out with bin stores. Available in wood or plastic and in single or double sizes, these can help avoid the problem of having a messy exterior where rubbish is kept.





KITCHEN REGULATIONS

Blast Chilling

Food safety legislation states that food needs to be reduced from 70°C to 3°C in no more than 90 minutes when cooling, or from 70°C to -18°C in no more than 240 minutes when freezing. So how can you make sure you achieve this?

To stop bacteria multiplying to unsafe levels, fast cooling is essential. Food must be in the 'danger zone' between 5°C and 63°C for as little time as possible. Blast chillers cool food rapidly, not only reducing the time that bacteria can grow, but also helping to maintain flavour and texture of the food better than slow cooling.

Cooling is perfect for setting delicate desserts, and even fondant mash can be brought back from frozen to the same texture as when it was first cooked. Some blast chillers can also cook food, meaning that the whole process, from cooking to chilling, can be done in one unit, saving space and time.

WRAS Approval

If your kitchen equipment is connected to a mains water supply then it must comply with WRAS (Water Regulations Advisory Scheme).

WRAS approval is the easiest way to show your equipment is compliant and is accepted by every water supplier in the UK.

Products must undergo testing and prove that their fittings will not cause waste, misuse or contaminate the water supply. They must be of an 'appropriate quality and standard'.

All non-metallic materials and components must undergo testing for their effects on water quality.

Using unapproved equipment can result in your venue being closed until you can prove your equipment is up to the required standard, costing valuable time and money.

Keeping Food Hot

If you need to keep food hot we have a variety of products to suit the amount of covers you expect to serve.

For large-scale events or canteens, Banqueting Trolleys can be used to keep food in Gastronorm pans ready to serve. With castor wheels these are easy to transport for convenience.

Hot Cupboards are a static option for storing plates to keep them warm or storing plated meals. These can double up as a work bench for prep work and make good use of space. Heated Trolleys are similar but have the added bonus of being transportable.

Once your food is ready to be served and plated up, heat lamps help to keep dishes piping hot until front of house can get them to the table. These are an essential piece of equipment for restaurants.

For our full range of heated servery and display appliances, check out our website.



Ref: DN494



KITCHEN REGULATIONS

Ventilation

It's the law for commercial kitchens to provide effective ventilation in every enclosed workplace. Cooking creates a significant amount of heat and fumes. These need to be regulated in order to keep staff and customers in a safe environment.

Effective ventilation systems should:

- ✓ Remove cooking fumes at the source
- ✓ Remove excess hot air and bring in cool air
- ✓ Make sure that there are no uncomfortable draughts
- ✓ Stop carbon monoxide accumulating
- ✓ Be easy to clean to avoid build up of fat residue (a potential fire hazard)
- ✓ Not vibrate or make excess noise

Gas Safety

Any gas appliances in the kitchen must adhere to safety regulations during installation and use, and be well maintained.

All gas appliances for commercial catering must be CE marked to show that a notified body has approved them. Individuals who carry out installations or repairs on gas appliances must be Gas Safe registered and you need to check if they have the relevant certificates.

Annual gas safety checks must be carried out and failure to comply with gas safety regulations can result in fines or imprisonment.

Gas Safe regulations state that all commercial kitchens are required by law to have a gas interlock system. This means that if ventilation systems fail, the interlock system will restrict the gas flow to appliances until the ventilation is back in working order. Regular checks should be carried out on the ventilation system to ensure that grease deposits are not compromising the extraction.





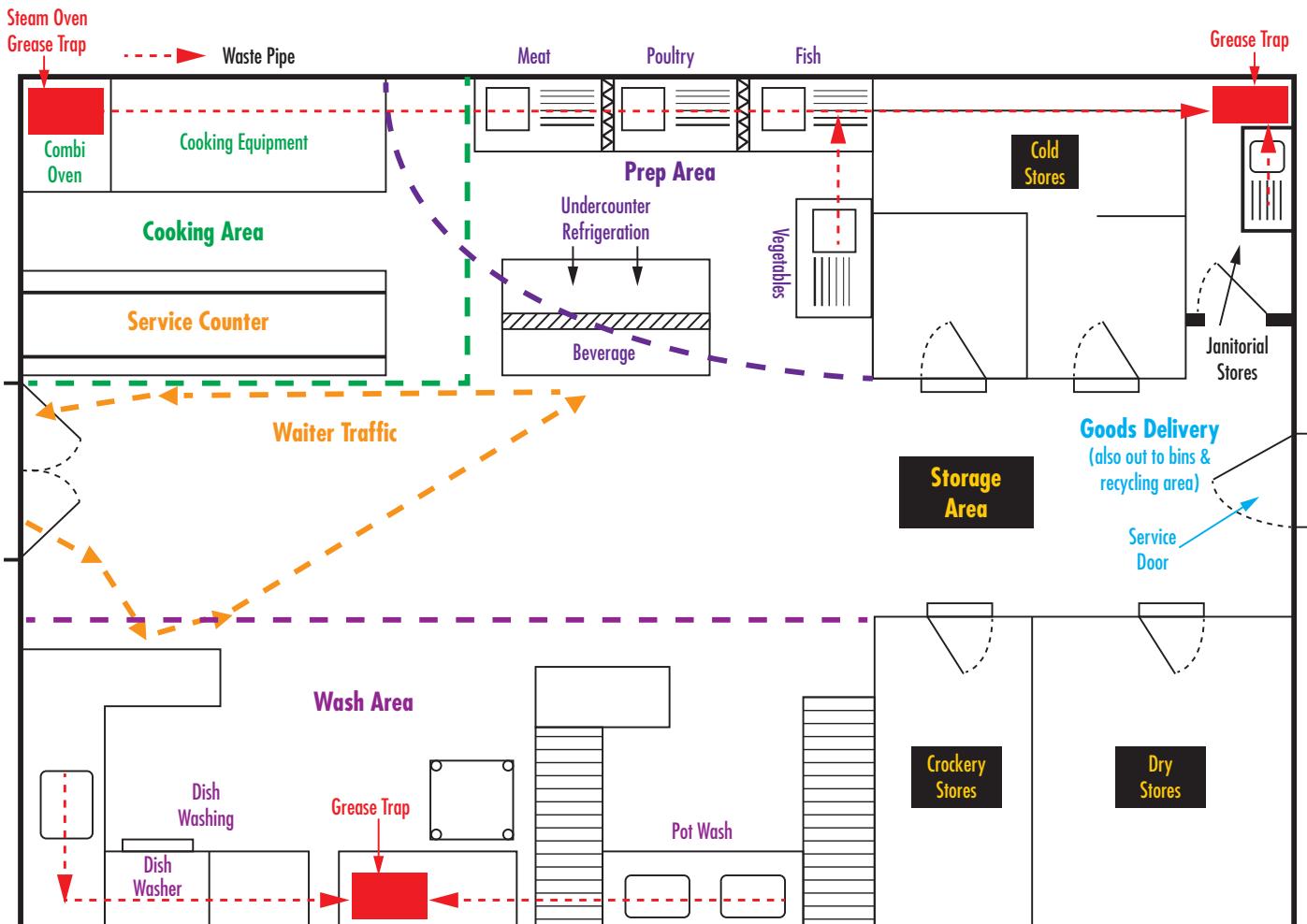
KITCHEN REGULATIONS

Kitchen Layout

A well designed kitchen equates to efficiency. And an efficient kitchen has the potential to produce better results and earn you more profit.

Typically the flow of a commercial kitchen should follow this order:

1. **Goods Delivery** – Make sure there is a clear entry for all deliveries without compromising the flow of the kitchen and that drivers have access to your property.
2. **Goods Storage** – Try to keep this as close as possible to the delivery area to allow you to put away goods quickly. Don't compromise on storage space as this is vital to the success of your kitchen.
3. **Food Prep** – This should be between your storage and cooking area. You need to make sure that there are clear spaces for different types of prep, such as raw meats, allergens and veg.
4. **Cooking** – This is where your cookline is and should easily flow between prep and the pass. You want to make sure the traffic of staff going through this area is limited to avoid any health and safety mishaps.
5. **Food Service** – Ready to go? You'll need a heated area to keep food warm whilst waiting for service, and make sure there is enough space for cold foods too. You don't want to serve a warm salad.
6. **Ware washing** – Your dirty plates need to come into the kitchen without disrupting the flow of dishes being taken out. Dirty plates should be out of the view of the customer and able to be quickly cleaned to avoid a backlog.
7. **Waste/Recycling** – You need enough bins to cope with the waste you produce, and a clear path to the outdoor bins without disrupting prep or service areas in the kitchen.





EQUIPMENT CHECKLIST



COMBI OVEN

What grid size do I need?

What is the footprint of the oven?

What are my options for stacking ovens?



INDUCTION

What are the benefits to my kitchen of using induction?

How many induction units do I need?

Is my current cookware compatible?



REFRIGERATION

Which energy label is best for me?

How much capacity do I need?

Do I need a cabinet or counter refrigerator?



FREEZER

Where am I going to put my freezer?

How much capacity do I need?



BLAST CHILLER

Does it fit in with the food safety regulations?

What size do I need for the amount of food my kitchen cooks?



HOT CUPBOARDS

Will it keep my dishes at the required temperature until service?

What size will I need for my menu and restaurant purpose?

Can I use hot cupboards for extra storage in my kitchen?



DISHWASHER

Is the dishwasher WRAS approved?

Is this suitable for the number of covers?

Do I need a glasswasher too?



VENTILATION

What kind of ventilation do I need?

Does it need to be on all day?



GREASEPAK

Am I correctly disposing of grease and fat?

Where do I need to put GreasePak to help my kitchen effectively?



EQUIPMENT CHECKLIST



FLY ZAPPER

Where is the best place in my kitchen to put the zapper?

What size do I need?

Do I need a door cover too?



CHOPPING BOARDS

Which colours do I need for my menu?

Have I got enough for the amount of covers?



KNIVES

Do I have knives to cover for food allergies?

Do I have knives for different food types?



UTENSILS, SAUCEPANS,

FRYING PANS, ETC

Do I have utensils for food allergies?



THERMOMETERS

Do I have the right one for my kitchen?

What's the maximum temperature I need the thermometer to go to?



GASTRONORM PANS

Do they fit my combi oven and blast chiller?

How many do I need to hold my food?



FOOD LABELS

Do I have the right ones for my menu?



CLING FILM, FOIL, ETC

Have I got the correct size to cover my food?



BLUE ROLL

Have I got this kitchen essential?



BIN

How much waste is my kitchen creating?

Can I have bins for recycling?

Which type do I put food waste in?



EQUIPMENT CHECKLIST

Equipment that's Built to Last

There's no point buying poor quality equipment that's not fit for purpose. In a commercial kitchen you need commercial grade appliances.

Domestic appliances can't cope with the demand of high volume venues and won't have a commercial warranty, costing you more in the long run to replace.

Buying well established brands can give you confidence in your purchases, as well as a good warranty. The standard warranty on our products is 1 year (parts & labour). In many cases we offer longer warranties; this is indicated against our products online and in our catalogues.

Think Ahead

When planning your kitchen don't forget to consider any future plans you have for your venue. Are you going to expand? Will your menu change drastically next season?

As your menu evolves is your kitchen flexible enough to cope? You don't want to spend more money buying extra equipment when you could avoid this by thinking ahead from the start.

Purchasing items with a good warranty gives you more security, knowing that if your appliance prematurely breaks, it won't cost the earth to fix or replace. Even if your appliance is out of warranty, our nationwide network of engineers are at hand to service any commercial catering equipment.

- ✓ Competitive Rates
- ✓ No Call-out Fee

You can phone **0845 111 0284** to discuss your requirements and arrange for a quotation, or complete a request form online. Once one of our team has established the fault we can assign a fully qualified engineer to quickly rectify the problem.



Ref: U632



EQUIPMENT CHECKLIST

Daily Maintenance Checklist

To ensure your kitchen runs smoothly it's vital you get your equipment serviced regularly. This way your kitchen runs safely and will continue operating at optimum efficiency. Well maintained equipment minimises running costs and prevents costs from downtime. And regular servicing maximises the life expectancy of equipment.

Although you should get equipment serviced on a regular basis, it's also beneficial to complete a daily maintenance check on equipment.

Door Seals (Gaskets)

In refrigerators, dishwashers and ovens, check that all door seals (gaskets) are intact, clean and fit properly. If they are dirty, make sure they are cleaned gently so that doors close. If seals are found to be split or damaged, make sure they are replaced straight away.

Filters

In items such as warewashers, check that filters are clean, properly in place and well fitted. This helps the dishwasher operate more efficiently by preventing clogs, and also prevents the build-up of food particles that encourage bacteria growth. The dishwasher filter should be removed, solid food scraped off and rinsed under warm water to dislodge small particles.

Thermostats

Make sure that thermostats on all equipment are working accurately and that the temperature of the equipment is correct to ensure that food is not over or under cooked.

Ventilation

Kitchen ventilation is required to create a safe and comfortable working environment. Catering and cooking can produce significant quantities of fumes and vapours as well as large amounts of heat. Check that all vents on your equipment are unobstructed and free of a build-up of fat residues.

Gas Flame

Make sure that the flame from cooking ranges is blue. A yellow flame indicates incomplete burning and the release of unhealthy gases into the kitchen.

Alerts & Warnings

Never ignore warnings displayed by equipment. Failure to act on the warnings displayed will result in damage or breakdown of the equipment and could be a health and safety risk.

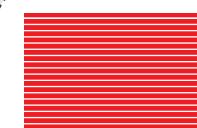
Maintenance example: Clean the Cooker Hood

Your cooker hood can be a magnet for dirt and grime, so steam cleaning is the best for regular maintenance



Remove all filters, soak overnight if possible, and scrub with non-abrasive brushes

Polish the exterior with a microfibre cloth to restore the shiny finish



Replace paper filters if required

SPREAD THE COST



Chef Leasing

Affording the equipment you need can be difficult when you're just starting out. But have you considered leasing?

Avoid the high set up costs of opening a café or restaurant with our comprehensive leasing service, helping you to spread the cost of essential catering supplies over a period of up to 3 years. Leasing your equipment leaves you with essential capital to invest into your business, from adverts to expert staff, helping your business excel in the catering industry.

With our fixed term contracts you can feel safe in the knowledge that whatever happens to interest rates, your payments will remain the same (subject to T&C's). And because a lease spreads the cost of financing equipment, it enables you to buy the right machine for the job, instead of perhaps buying the machine you think you can afford.

Chef Leasing Benefits

- ✓ Spread the Cost Over 1, 2 or 3 Years
 - ✓ Tax Deductible Payments
 - ✓ Doesn't tie up capital – leaving more money to invest into your business
 - ✓ Easy to budget
 - ✓ You can get the right machine for the job - rather than cheaper versions

CHEF Leasing

spread the cost

**You could lease £1000
of equipment for less
than £10 a week!**



Visit nisbets.co.uk/chefleasing for our helpful online lease calculator, or Call Today on 0845 146 2601

The Leasing Process





DELIVERY

We now offer next day delivery on many items when ordered before 8pm for mainland UK.

Unless advertised as having an extended lead time you can order your items to be delivered the next day. Delivery times are between 07:30 to 18:30. For parcels exceeding 30kg in weight, our carriers will require assistance when delivering to your premises.

Installation

Buying a large appliance that needs professional installation? No problem.

We can offer installation on many of our products that require hardwiring, or connection to gas or water mains.

This means your item will be installed as safely as possible. Installing items yourself without a certified engineer can mean if there's a problem it won't be covered by your insurance.

For more information on delivery and installation call our team on 0845 111 0284.

- ✓ Free next day delivery for orders over £50 ex vat, for orders to our yellow zone.
- ✓ Free delivery for orders over £100 to selected red and blue zones.
- ✓ Order before 8pm Mon-Thur for next working day delivery in the yellow zone.
- ✓ Order anytime Friday up until 3pm Sunday for Monday delivery to the yellow & blue zones.
- ✓ Specified afternoon delivery now available, to selected zones, offered in checkout where available.

Please check our delivery terms and conditions at nisbets.co.uk/deliveryandreturns

Follow these simple steps to check that your item can be delivered and installed sucessfully.

Measure - Check that your item will fit the designated space (including space for ventilation or doors opening if required) and also that you can get the item through doorways into your kitchen.

Access - Can the delivery vehicle get to your venue? Is the entrance clear to your kitchen? Walk the route your delivery will arrive by and check.

Purchase - Once you've checked the measurements are correct and the access to your property is clear, then you can make your purchase.

<https://www.youtube.com/watch?v=bGlvTrSQTMw>





HOW CAN WE HELP?

Key Accounts

Looking for extra support as you begin your new business? Or need help with a kitchen refurbishment? Our Key Accounts team are here to support you.

Our Key Accounts team is a dedicated department geared to offer an account managed service. We act as your primary contact, whether you have a specific product requirement or general enquiry.

Our experienced team spans all sectors, from Hotels, Pubs, Restaurants, to Local Authorities, and Education. We offer nationwide coverage and are on hand to visit or simply discuss your requirements. With access to over 25,000 products and contacts with all the leading suppliers, we are able to source the products you need from all over the world.

Key Accounts Support Benefits

- ✓ Dedicated Account Manager
- ✓ Flexible Credit Terms
- ✓ Bespoke HQ Reporting
- ✓ Bespoke Pricing
- ✓ Site Visits - We know you're busy, we'll come to you
- ✓ New Openings team, to help plan and deliver everything in full, exactly when you need it
- ✓ Scheduled Deliveries - When you need them
- ✓ Product Sourcing

Useful Links

- <http://www.hse.gov.uk/catering/>
- <https://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/hygeneguidebooklet.pdf>
- https://www.wraps.co.uk/approvals/what_is_a_wraps_approval/
- <http://www.hse.gov.uk/pubns/cais23.pdf>
- <http://www.hse.gov.uk/pubns/cais10.pdf>

Price Match Promise

We're so confident that our prices are the best available, if you find a lower published price for a like for like product, on the same terms, we'll beat it by 5%. Use the form online or you can call us on 0845 111 0284 and one of our team will get back to you.

30 Day Money Back Guarantee & FREE Returns

If you are not 100% happy with your purchase, return it for FREE within 30 days*

Exchange Service

If an item is not what you expected, may be too big or too small, we will happily arrange an exchange.

UK Call Centre

Our award-winning customer service team are located in Bristol and are happy to help with any queries you may have.

*Terms Apply: Returns accepted within 30 days of purchase, unused and in original packaging. Please be aware some large or bulky items may be subject to a restocking fee.



Call us on: 0845 111 0284 or Email us at: keyaccounts@nisbets.co.uk

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www.nisbets.co.uk/brandindex



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thor



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VOUE

 Dynamic