

## Ordering by telephone, fax or post

You can use the form below if:

1. You do not wish to give credit or debit card details over the internet
2. You would prefer to phone, fax or send your order in the post
- 3 You would prefer to pay by cheque.

## How to use this form

1. First, PRINT OUT THIS DOCUMENT which includes these instructions and an order form
2. Select the products you would like to order from the website and place them in your "shopping cart" as you would normally do if you were going to purchase over the internet.
3. When you have finished adding the products to your cart, print the page so that you have a note of the products you want.
4. Complete the items as shown on the order form below.
5. When you are happy you have completed the form, delete the items from your "shopping cart"
6. Complete the billing and shipping details on the order form
7. Complete the payment details at the bottom right of the order form.
8. Fax the form to us on 020 8680 2888 (the line will take orders 24 hours a day). Alternatively, phone that number and tell us all the details you have completed on the form.
9. If you wish to send you order to us (possibly because you prefer to pay by cheque), you will find the address on the order form.

## Delivery Charges

You will need to complete the delivery charge box on the order form before you can total your cost. The table below shows you how much this costs depending upon how many items you order and where you want them delivered to.

No. of items ordered	UK & Channel Islands	Europe excluding UK	Rest of the World
1	£1.35	£2.20	£3.00
2	£2.00	£2.70	£4.60
3	£2.75	£3.70	£6.35
4	£3.50	£4.20	£7.60
5	£4.00	£5.20	£10.60
6	£5.00	£5.70	£11.85
7	£5.75	£6.70	£13.10
8	£6.25	£7.20	£14.85
9	£6.75	£7.70	£16.60
10	£7.00	£8.70	£18.10
11	£7.25	£9.20	£20.60
12	£7.75	£9.70	£22.10
13	£8.25	£10.20	£24.10
14	£9.25	£11.70	£26.60
15	£9.75	£12.70	£28.10
16	£10.25	£13.20	£30.10
17	£11.25	£13.70	£31.60
18	£11.75	£14.20	£33.10
19	£12.25	£15.20	£34.10
20 +	£12.75	£15.70	£35.10

These rates include VAT where applicable

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### Where is my security code (CVV)

The CVV number is an additional security measure designed to protect consumers. It is a three- or four-digit number located on either the back of the card (MasterCard, Visa) or the front of the card.



