







Welcome to UKGE, our aim is the provision of quality and care to our customers both in the provision of equipment and service. May we thank you for your interest, and trust that we may have a long and happy association with you.

Please note: We are adding new products to our range every month, most of these are following customer requests, please visit our website www.ukge.co.uk for the new additions and for the latest special offers.

HOW TO ORDER

-  **ONLINE:** Visit our website, www.ukge.co.uk where all our products can be purchased by using credit/debit card. UKGE uses one of the most secure online banks, Worldpay to ensure your protection and security.
-  **POST (Cheque):** You may complete our order form and pay by cheque, cheques payable to 'UKGE Limited'.
-  **TELEPHONE (Credit/Debit Card or Cheque):** Call our sales department on 0800 0336 002, we will process your order. You can either pay by card or send a cheque in the post. However we will not process any orders until cheques have arrived. We reserve the right to wait until cheques have cleared for our protection.
-  **FAX (Cheque):** Alternatively you can Fax your orders to 01502 725447
-  **EMAIL (Credit/Debit Card or Cheque):** We accept email orders to 'sales@ukge.co.uk' You can either include your card details or send a cheque in the post.
-  **BACS or ONLINE TRANSFER:** If you wish to pay via online bank or by BACS, please contact us prior to processing and we will give you our UKGE bank details.
- **ACCOUNTS/TRADE:** If you are an educational institute or business, you may wish to take out an account with us. Items can then be ordered via purchase Orders by post, email or fax.

DELIVERY

We pride ourselves on our Fast-Efficient delivery service. Over 90% of orders (to the UK), are received within five working days, most small items less than 1kg are received in less than 4 working days. We keep most items in stock with the exception of 'Sieves' which are made to order. We can not be held responsible however if our suppliers cause delays, on a few occasions deliveries may take longer especially if publishers need to re-print books. In these circumstances, it is our intention to inform customers where delays can not be avoided.

	STANDARD (< 7 days)		EXPRESS (<3 days)	
UK Orders up to:	£50	£3.50	£100	£6.00
	£51 - £100	£4.95	£101-£250	£8.00
	£101-£349	£5.95	£250-£350	£10.00
	£350+	FREE	£350+	£6.00

Please note that shipping charges vary compared to those quoted online, this is because our online shopping cart system calculates the total weight of the order and therefore gives a fairer shipping cost, shipping costs online start as low as £1.20. Any orders with just **BOOKS (Codes starting BK)**, qualify for **FREE SHIPPING**.

Overseas and International Orders: Due to the variation in shipping charges on weight, size and the item being ordered, so that we can offer you the best value either contact us by email prior to your ordering, or order online from our website. **THIS IS TO GIVE YOU THE CUSTOMER, THE BEST VALUE POSSIBLE**, most books are normally £3.50 for Europe £5.00 for worldwide.

SUPPORT AND CONTACT

UK Telephone: (0800) 0336002 Fax: (01502) 725447

Email: support@ukge.co.uk, **Website:** www.ukge.co.uk

Post: UKGE Limited, 10-12 Elliott Avenue, Reydon, Southwold, Suffolk, IP18 6QX, United Kingdom

Company Registration Number: 4923410: **VAT Registration:** 822 4973 21