

# ANGLO HISPANO COMPANY LIMITED

## DELIVERY SERVICE COMMITMENT

Generally we undertake to deliver all orders within 36 hours of receiving them, weekends and public holidays excluded, but.

1. If you request an order to be delivered before 11am on any day you will need to place your order with us before 2.45pm on the previous working day.
2. If your outlet is situated in an area where the delivery vehicle has to gain access through a pedestrianised street which is closed to traffic after 10.30am you will need to place your order by 2.45pm on the previous working day.
3. If you require an order to be delivered in the same working day you will need to place your order with us before 10.30am except on Fridays when you will have to ensure that the order is with us by 10am. (This only applies to outlets not in pedestrianised areas.)

If you place your orders on 200 78467 please remember that we operate three lines on this number and if your call is not answered immediately it is because the operator is taking an order on another line. Your calls will be handled in strict rotation.

If you have a fax machine available you are encouraged to send us your order by fax on 200 77342.

You can also leave your orders after hours on our answer phone on 200 78467 which is checked first thing every morning and at 2.15pm. You can also place orders through our website at [www.anglo.gi](http://www.anglo.gi). Please apply to your sales representative for your password.

In order to assist us, you are asked not to leave placing your orders until the last possible opportunity; please bear in mind that Friday is our busiest day and that if you can bring the order forward or leave it until the Monday please do so.

Please note that when paying for goods on delivery you must ensure that the driver stamps the white copy of the invoice, which you must retain as this will serve as your receipt in the event of a discrepancy.

If you have any queries on the above please contact your sales representative or call us on 200 77242.