

How to order

Telephone

0844 880 5061
+44 1273 623222 (Non UK)
for availability and credit card orders

Fax

Fax your order form through to us on
0844 880 5062
+44 1273 625526 (Non UK)

Post

Send your completed order form to:
FREEPOST RLUZ-ATEU-RYUZ
Pavilion
Richmond House
Richmond Road
Brighton BN2 3RL
UK

Web

For 24-hour ordering on our website visit
www.pavpub.com

How to pay

Cheque

Orders of less than £50 should be accompanied by a cheque made payable to:
Pavilion Publishing (Brighton) Ltd.

Credit/debit card

Visa/Mastercard/Maestro/Electron/Solo/Visa Delta/American Express
Telephone customer services on 0844 880 5061.
Please be ready to quote your card details.

Invoice

We will invoice for official orders over £50 in value to UK and Northern Ireland customers only.
Written confirmation of invoice details with authorised signature and purchase order number is required.

BACS

For training resources and magazines:

Bank: HSBC Bank Plc
Acc. Name: Pavilion Publishing (Brighton) Ltd
Acc. Number: 41299964
Sort Code: 40-25-06

Always forward remittances to Pavilion.

Postage and packing

UK	Standard delivery £3 up to 5 items £1 per item thereafter to a maximum of £10
Republic of Ireland/ Europe	Please send your order together with full payment in £ sterling (sterling cheque or credit card details), including postage and packing costs of 25%. Minimum charge £10.
Rest of world	
	If required, we can send you an invoice specifying the full cost before despatch.

Terms and conditions

- Prices are subject to change without notice.
- Terms are strictly 30 days net.
- Items that remain undelivered must be reported within 28 days of order or liability may not be accepted.
- Pavilion must be notified of faulty or damaged items on receipt of delivery.
- Ownership of goods remains with Pavilion until the amount due is paid in full.
- Payment must be taken in full on PDF products prior to despatch.
- Products that are 'Coming soon' may be delayed without notice.

Offers to special groups

Special prices to voluntary, service user and carer groups should be accompanied by a cheque made payable to:
Pavilion Publishing (Brighton) Ltd.
We apologise, we cannot invoice on special pricing.
Please add postage and packing to your order.

Despatch and next-day delivery

We will make every effort to despatch your materials within five working days (subject to availability). If the items are required urgently, we can despatch on a next-day delivery service for an extra charge of £12 plus standard postage and packing.

Previews and refunds

We consider our publications to be of a high standard and therefore do not send materials for preview. However, we are happy to refund your payment in full if the materials do not meet with your requirements. Simply return them within 21 days of receipt, together with our invoice.

Please return goods by recorded delivery to:
Pavilion, Richmond House, Richmond Road, Brighton BN2 3RL, UK
The original or comparable packaging must be used so that they arrive back with us in good condition. No responsibility will be accepted for goods lost in the post that have not been returned by recorded delivery.
We regret that we cannot accept returns of electronic or CD-ROM materials.

