

How to Order

1. Please **PRINT** your name and address (including postcode) and include your telephone number (this will only be used to obtain payment details or to deal with a query).
2. Enter the product code, description, price per item, quantity required and the total amount onto the order form.
3. Please note that whilst VAT is included in the prices, the prices shown are excluding postage and packing at £5 per order for orders under £50. For orders £50 and above, postage and packing are free. We regret that we are unable to deliver to overseas destinations and PO BOX addresses.
4. Please ensure that you enter the total goods value, add the post and packing fee, enter the total due and the final total including donation (if applicable).
5. If you wish to make a donation towards the work of Sue Ryder Care, this will be gratefully received and can be added to your total where indicated on the order form.
6. You can pay by cheque, Visa, Mastercard or Switch.. Cheques should be made payable to Sue Ryder Care Direct Ltd (Sue Ryder Care's trading company). Please do not send cash through the post.
7. Please send your order to Sue Ryder Care Direct Ltd, Unit B, West March, Daventry, Northants, NN11 4SA, or place your order online at www.suerydercareshop.com quoting your unique reference code.
8. If you have any difficulties completing the form or need any information, please call free on 0800 917 8123.

CALL OUR ORDER LINE FREE ON 0800 917 8123 (9am – 5pm, Mon – Fri)

Important Information

Delivery – orders are dispatched either by courier or via Royal Mail. We will endeavour to deliver your order within 21 days. If we cannot deliver within this time we will let you know with an alternative delivery date. Customers are given the option of accepting a full refund in place of delivery. Orders received after 12th December 2008 cannot be guaranteed for delivery before Christmas.

Guarantee – In the event of any item arriving in less than satisfactory condition, please return it and advise us of the problem immediately. At our discretion, we will either replace it, have any necessary repairs done at our expense, or refund your money in full. This guarantee does not affect your statutory rights.

Descriptions & Specifications – Great care has been taken to ensure that these accurately refer to the items illustrated in the catalogue at the time of going to press. We must however reserve the right to alter specifications without notice as circumstances or supply positions dictate. If any alterations are necessary, customers are given the option of accepting a substitution or full refund. If you choose to accept a substitute, you may cancel this order by giving us written notice within 7 workings days starting from the day following the date of receipt.

VAT / Pricing – Prices include VAT but we must reserve the right to alter them in the event of changes in the rate. Our VAT registration number is 104 0437 26. All prices are valid until 31st December 2008.

Stocks – Stocks are ordered well in advance of publication, but orders are accepted subject to availability at the receipt of the order. We aim to maintain supply up to Christmas only, but are pleased to fulfil orders where possible after that date.

Christmas Cards – All Christmas cards bear reference to the fact that they are sold in aid of Sue Ryder Care.

Mailing List – If we have not addressed you correctly, please inform us. If you have a friend or relative who would like to receive the catalogue, please let us know and we'll send them a copy. If you would like your details removed from our database, please write to us at Sue Ryder Care, Unit B, West March, Daventry, Northants, NN11 4SA.

Cancellation / Returns – You may cancel all or part of your order by giving us written notice. We will accept cancellation notice by email, provided you notify us at sales@suerydercare.org. We must receive this within 7 working days starting from the day following the date of receipt. Please return the goods to us in a saleable condition and you will receive a full refund within 30 days, for the total cost of your order, including the postage and packing fee (but excluding the cost of return to us).

More Ways to Support Sue Ryder Care

As well as making purchases from our catalogue, website or shops, you can lend your support to Sue Ryder Care in a variety of ways.

Donations – There are a number of ways to give money to Sue Ryder Care. You could make a donation using this order form; make a regular tax-free donation via standing order; leave us a legacy in your will; make a cash donation at your local Care Centre or Sue Ryder Care shop, or even online at www.suerydercare.org

Giving us Your Time – Volunteers form the backbone of Sue Ryder Care. Whatever your skills, experience or interest, we would be very grateful for your time. If you can give a regular half day a week or more, please contact Tracey Mealing on 0207 492 0739.

Donating Goods – Donating items for sale at your local Sue Ryder Care shop – such as clothing, jewellery, pictures, books, toys and CDs – will help us raise vital funds.

Telling Your Friends – Spreading the word about Sue Ryder Care's work will lead to greater public awareness and generate much-needed support. To order catalogues for your friends, call us free on 0800 9178123.

