



0800 616151



info@bohle.ltd.uk



www.bohle.com



Life as we know it has changed dramatically over the last few weeks. At Bohle, we are committed to supporting our customers in any way we can. We are open for business and running a reduced team in the office who are there to answer your questions and provide the service you've come to expect from Bohle. We are operating strict health and safety practices to ensure we are there for you during these difficult times, but here is some information you might find useful.

Can I still place orders with Bohle?

Yes, you can contact us on **0800 616151** from 9 am – 4 pm or registered customers can logon and order online at www.bohle.com. You can also reach us on info@bohle.ltd.uk.

I've not ordered online before, or I've forgotten my password. Please help!

If you are new to online ordering and need to register, or if you have forgotten your password, please call us on **0800 616151** and we will help.

How do I check availability and prices?

You will need to be logged on to see that information. Select your item and all the information you need will be available. If you have any queries, please don't hesitate to call or email us.

Can I add to my order once it has been submitted?

If you have additions you want to include, please call or email us.

How can I pay?

Once your order is completed online, a member of our team will call you for payment. We can accept credit or debit card payment (excluding AMEX) over the phone. Alternative methods of payment are BACS, CHAPS or by cheque. Please note that your order will only be dispatched on receipt of cleared funds.

How long will it take for my order to be processed?

Your order will be processed within an hour of receipt if it is received before 3 pm. Anything received after that time will be processed the following working day.

When can I expect my order to be delivered?

If all items are available ex stock, we will do our best to dispatch the same day for standard delivery within 2 working days. Exceptions are orders that need to come from our head office in Germany or those on pallets. Faster delivery is available depending on items ordered and delivery instructions – please call our team on **0800 616151** for more information.

I have a query about my order or my delivery. What do I do?

Please contact Customer Services between 9 am and 4 pm on **0800 616151**, or email us on info@bohle.ltd.uk.