



www.lionpic.co.uk

Delivery Costs

Valid until February '12

We use national carriers to deliver your orders. DPD for most consignments, and if we have your email address DPD should send you delivery timings.

We use Tuffnells for orders with mouldings or bulky and heavy items.

Our carriers assume that you are open 9 - 5.30, Mon - Fri, that your premises are easily accessible and that they are clearly marked. If you cannot take delivery when the carriers arrive, there may be an extra charge for re-delivery.

UK Mainland

Orders with or without mouldings

Standard, 2-3 Day £5.50

Next Working Day, £8.50

Orders must be received by 1.00 pm

Free Standard delivery on orders over £130, or on-line orders over £80

Scottish Highlands & Islands, Channel Islands, Northern Ireland and Ireland

Next Working Day deliveries are not generally available to these areas.

Highlands are defined by postcodes: IV1-28, 36, 40, 42, 51-56, 63, PA36-40, 50, PH19-26, 30-50 and all KW.

Orders with moulding

Standard, 3 - 5 Days £20.00

Free delivery for orders over £300, or on-line orders over £180

Orders without moulding

Standard, 3 - 5 Days £9.00

Free delivery for orders over £200, or on-line orders over £120

we're all ears!



We greatly value your custom, and always try to give you the best possible service.

We invite you to jot down here anything about your dealings with Lion which irritates or pleases you, or any thoughts you may have as to how we can improve our service or products in any way. Or you may email us at info@lionpic.co.uk

Service:

Product:

Name (Optional):

Tel:

GOODS RETURNED

We hope that you are satisfied with the goods you have received from us. Should you find them unsatisfactory in any way and wish to return them, the procedure is as follows:

LION Customer Ref. No.

1. Decide within **14 days** whether you wish to return any goods.
2. If you wish to return anything, please call our sales team, 0121 773 1230.
3. Pack goods for return carefully. Whenever possible use the original manufacturers packaging. Mark the outside of the parcel **'RETURNED GOODS'** and add your **LION Customer Ref. No.**
4. Refer to the invoice or advice note received with the goods. Fill in the boxes below and enclose with the returned goods. **Filling in all boxes of the form will help us take corrective action as quickly as possible.**
5. Return the goods to us by packet or parcel post, obtaining a certificate of posting. On larger items we may be able to arrange to have the goods collected - please call us. Be aware that collection costs £10 - £20. If the goods are being returned because of an error by Lion, we will normally refund the cost of return carriage.
6. If you have a query regarding returned goods, please contact our sales team on 0121 773 1230 and take telephone option 1 or info@lionpic.co.uk.

LION Invoice/Advice Note No:

Name:

Daytime Tel. No:

Description	Qty. Ret'd	Reason for Return

What action should LION take to rectify the problem? eg. send replacement goods, credit goods, etc.

LION office use only:

Date goods received:

Condition of goods:

Re-Sale Condition: Yes / No

Returns No:

Inv. Alloc. No:

Credit Note No:

Return Carriage: £