

## CONTACT US

### Write to us:

George Weil & Sons Ltd,  
Old Portsmouth Road,  
Peasmarsh,  
GUILDFORD,  
Surrey, GU3 1LZ

**Telephone us:** 01483 565800

Our telephones are manned week days between 9am and 5pm and there is an answer phone for you to leave a message at other times.

**Email us:** [esales@georgeweil.com](mailto:esales@georgeweil.com)

### Come and See us:

Our warehouse and office are open to visitors week days between 10am and 4pm. If you are interested in seeing a specific item, please call in advance so that we can ensure it is accessible.

## HOW TO ORDER

You can place an order by telephone on the above number, or by completing and sending the order form opposite.

You can also order from our web site at:

[www.georgeweil.com](http://www.georgeweil.com)

which now provides the option of placing an order online and telephoning us later with payment details.

Schools may prefer to fax an order to 01483 565807, quoting their order reference number.

**Worried about internet fraud?**  
You can now place your order on the web site and opt to pay later with your debit or credit card over the phone!

## OUR TERMS

### Payment Options

Payment is not taken until your goods are ready for dispatch. The following cards are accepted:

Delta, Master Card, Solo, Maestro, Visa, Access, and Visa Electron. Alternative payment methods include cheque, postal order or the George Weil Gift Voucher.

### UK Postage & Handling

orders up to £45.00 = £4.95  
orders up to £84.99 = £3.45  
orders over £85.00 = **FREE**

see also George Weil Membership

### Delivery Information

Orders received on a working day and before 12 noon will normally be dispatched the same day to addresses within the UK. Delivery time is not predictable but will be before 5.30pm, week days. Orders placed on a Friday should arrive the following Monday.

Your parcel will be delivered by Royal Mail, unless the item weighs more than 2kg when it will be delivered by our courier. Please ensure that your goods can be received, or give instructions where they can be left safely, as free re-delivery cannot be guaranteed in all circumstances.

We welcome orders from overseas customers, please contact us for details of delivery cost.

### Damaged/Missing Goods

Please contact us if you have not received your order when it is expected. Parcels sent by our Courier Service are rarely delayed or go missing. Do not accept any package if it appears damaged and notify us immediately if you have refused the package. It is always advisable to sign for goods as 'unexamined'. In the event of a claim against the carrier, you will need to answer any enquiries from them or we can not accept responsibility for compensation. The packing materials must be kept for the carrier's inspection.

### Returning Goods

Telephone us immediately if the goods arrive damaged. A full refund, including postage costs, will be made on receipt of the returned goods.

You may change your mind and cancel your order at any time from placing the order until 7 working days after you take delivery. Your cancellation must be in writing, either by letter or email, and the cost of returning the goods will remain your responsibility.

The goods must be returned undamaged so that they can be resold at the full price. You will receive a full refund of the product cost within 30 days or, if preferred, a credit towards your account. This guarantee cannot be extended to any item that has been made to your specification, or which is not a stock item, purchased to your special request.

### Prices

We try to ensure that products are priced competitively and regularly price check to ensure excellent value. See 'Your Guarantees' for further information. All prices are shown inclusive of VAT at the current rate and will be charged at the rate applied at invoice date.

The prices within this catalogue and published on the web site are subject to change without prior notice.

### Your Price Guarantee

We know that mail order can add uncertainty over exactly what you are buying. So we want you to buy with absolute confidence.

For items with a catalogue price over £200.00 we pledge that if you find the identical product currently on sale by mail-order within the United Kingdom, at a lower price (including delivery and other charges), we will match the advertised price. This applies only to products listed in this catalogue. We reserve the right not to match prices on liquidated or 'end of line' items, where printed incorrectly, or where the advertiser can not supply due to a lack of stock.

Your statutory rights are not affected by this guarantee and distance selling regulations apply.

### Items out of Stock

Our policy is to fill at least 95% of orders from stock. If we are out of stock on any item, over the value of £4.95, you will be notified and the remainder of your order will be sent as soon as the goods are available. There is to be no additional carriage charge. Items of £4.95 or less will need to be reordered at a later date.

### Product Advice

Due to the nature of the materials we sell, such as papers, fabrics, dyes, fibres and yarns, there will occasionally be a variation in the end result. We suggest you:

- order enough materials to complete a project
- order sample cards where offered
- keep notes of times, temperatures and techniques and ideally, a record book
- always sample before starting your project

Whilst we are happy to give advice on product use, we cannot accept liability as conditions of use are totally outside our control.

### Colour Charts

We have created colour charts for all the colour products in the catalogue and although we have endeavoured to present them as accurately as possible, they are only as accurate as the printing process will allow.

### Gift Vouchers

The George Weil Gift Voucher can be bought in multiples of £1.00. This thoughtful present can be redeemed against the value of any item found in this catalogue. Choose the amount you would like to spend and quote GV as your stock code. We will send you a colourful voucher for you to pass on to the recipient of your gift.

### George Weil Society

Buy a membership with your order today and receive 10% discount on most products. Although the discount cannot be extended to books and magazines, or to items where the catalogue price is more than £500, the membership does include free delivery to a UK address on orders over £4.95. These benefits can be enjoyed for just £19.50 per year!

### Orders for Schools

Special terms can be offered to schools, colleges and professional craft tutors. For further information, please enquire. Tel: 01483 565800 or email: [esales@georgeweil.com](mailto:esales@georgeweil.com).

