

Christmas and New Year 2016/17 Service Centre contact information

Over the Christmas and New Year holiday period, our Service Centres' opening hours and service will be as follows:

England, Wales and N.I

Date	Hours	Cut-off	Delivery to store
23 Dec	Normal	Normal	Normal
24 Dec	Normal	Normal	Normal Saturday delivery service
25 Dec	Closed	-	
26 Dec	Closed	-	
27 Dec	Closed	-	
28 Dec	Normal	Normal	Normal
29 Dec	Normal	Normal	Normal
30 Dec	Normal	Normal	Normal
31 Dec	Normal	Normal	Normal
01 Jan	Closed	-	
02 Jan	Closed	-	
03 Jan	Normal	Normal	Normal
04 Jan	Normal	Normal	Normal
05 Jan	Normal	Normal	Normal

N.B: Please see page 2 for Scotland Service Centre details and Emergency service details.

Scotland

Date	Hours	Cut-off	Delivery to store
23 Dec	Normal	Normal	Normal
24 Dec	Normal	Normal	Normal
25 Dec	Closed	-	
26 Dec	Closed	-	
27 Dec	Closed	-	
28 Dec	Normal	Normal	Normal
29 Dec	Normal	Normal	Normal
30 Dec	Normal	Normal	Normal
31 Dec	Normal	Normal	Normal
01 Jan	Closed	-	
02 Jan	Closed	-	
03 Jan	Closed	-	
04 Jan	Normal	Normal	Normal
05 Jan	Normal	Normal	Normal

Emergency service details

In the event of an emergency (i.e., urgent CD lines being required) when your Service Centre is closed, we can be contacted via our security companies as follows:

- 1) Telephone your local Service Centre number.
- 2) You will be provided with the contact details for your local key holder.
- 3) The relevant company will then contact our duty manager who will contact you to make the necessary arrangements.
- 4) You will be asked to quote your account name, a contact name and contact telephone number and details of the product you require.

Please note – all emergency call outs will incur a £100 charge, plus courier charges.

During this peak trading period, when there is exceptional demand throughout our business, we thank you for your cooperation in ensuring that your transmission times are strictly adhered to.