

Important Information

We will be closed on the morning of 17th May 2017 to allow for the installation of our new till system and to facilitate staff training.

We will open the shop as soon as this is completed, hopefully no later than 1pm.

We thank you for your patience and understanding as we introduce this new till system

News in Brief

- Bedding and Basket plants now in stock.
- We can make up your hanging baskets for you. Just bring in your empty basket and discuss your requirements with staff.
- Embroidery threads now in stock in our haberdashery department.

New Till System

Final preparations are being made for the installation of our new till system.

Over the past few months we have been cataloguing all of the many thousands of products in store so that we can implement our new till system. We will now be testing the software before launching on the 17th May.



We hope that the new till will have many benefits for the administration of our business. Some of these will be immediately apparent, such as more accurate accounting of transactions. Other benefits in terms of stock control, ordering and the elimination of an annual stock take will take some months to come to fruition.

We also hope that the new till will provide a number of customer benefits. You will in future receive a detailed till receipt with a breakdown of any VAT payments. This will be

of real benefit to our business customers. Customers purchasing products with extended manufacturers warranties will also have a more accurate record should a warranty claim be required.

We are also introducing a new customer loyalty scheme. More details overleaf.

We have worked hard to ensure that the new till is introduced with the minimum of disruption. However, I am a realist and I know that we will come across a number of unexpected problems. We hope to keep these to a minimum and deal with them quickly. However, as this system is new to all staff, there may be times when a problem may interrupt the speed at which we process a transaction. We expect any such problems to be short-term, and would respectfully request your patience and understanding should you be inconvenienced in any way.

In time we will also stop placing a price label on every product and start to highlight the price on the shelf edge or product peg. We hope that this will make things clearer all round.

We will of course be pleased to receive customer feedback once these changes have been successfully implemented.

Yankee Candle — Candle of the Month

25% Off

Our Yankee Candle prices will be increasing on 17th May. Now is the time to grab a bargain.

Riviera Escape
and
Mango Peach
Salsa



YANKEE CANDLE
the world's best *loved* candle™

Telephone 01603 714341

facebook.com/brundallhomehardware

www.brundallpetandgardencentre.co.uk

Free local delivery on orders over £15.00. Subject to availability and weather conditions.



Unwanted Gas Cylinders

Do you have any unwanted gas cylinders kicking around in your shed or garage?

If you do please drop them into us at Brundall Home Hardware. We will ensure that they are returned to the respective gas suppliers.

CALOR

Refunds Policy

We are keen to provide a high level of customer service and this will continue once our new till system is installed.

Very occasionally, we do experience problems with customers erroneously attempting to return items to us for a refund, which have been purchased at other stores. Sometimes we are asked to refund on unused items purchased many months before. We are more than happy to refund on products where customers have changed their minds, except on special order products such as paint, house names and animal food. However, to prevent any potential

embarrassment we will be asking for customers to provide their till receipt when returning items for a refund. This is in line with general retail practice. We will permit a period of 28 days for refunds. This of course does not affect your statutory rights.

It is our practice not to refund on unused animal food as we have a legal obligation to ensure that all pet foods are stored correctly. Furthermore, we need to be able to show an audit trail of food distribution in the unlikely event of any quality control issues.

We thank you for your understanding in helping us to maintain high standards of service.

New Loyalty Scheme

Our new till system has provided us with the opportunity to revamp our loyalty scheme.

For many years we have offered a paper based loyalty scheme which has proved very popular with customers. With our new scheme you will be provided with a credit card style Collect and Claim Reward Card. Simply hand this to the member of staff, before making a purchase and you will earn 1 point for every £1 spent. You can start to collect points when you spend over £5.00 in a single transaction. Each point will, initially, be worth 1p.

Your points will be accumulated in our till system and can be used as

full or part payment against any subsequent purchase.

We will have a very simple sign up form in store for you to claim your Reward Card.

Your card will be valid indefinitely but will be cancelled if it is not used for a period of 1 year.

We hope that this new scheme will be welcomed by our many customers who shop with us regularly. In time we hope to be able to introduce some special offers for card holders.

Existing loyalty cards will be redeemed at 50p for every stamp collected.

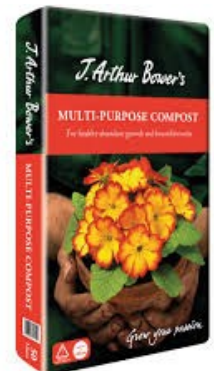
J A Bowers

Special offer on 50L Multi Purpose Compost.

£4.99 each

or

3 for £12.00



Card Payments

Once the new tills have been installed we intend to change the way in which card payments are processed. This will mean a card pin pad being placed on the customer side of the shop counter. We hope that this will speed up the processing of transactions, particularly as the vast majority of our customers now elect to pay by contactless card payment. More details will follow later.