

# JUST LOOK

## *The hard way*

- Shopping all over town.
- Laborious wrapping.
- Trips to the post office.
- Expensive postage charges.
- Unknown delivery date.
- Concern over delivered condition.

## *The easy way*

- Fill out a simple order form and everything is guaranteed.
- One stop shopping.
- NO wrapping.
- NO extra trips.
- NO postage.
- NO worry.

# YOUR QUESTIONS ANSWERED

**Question** - Why are there no deliveries to such places as Southern Ireland, the Channel Islands or Europe?

**Answer** - These places all have separate customs and agricultural regulations which either prohibit or tax imports such as our gifts. Also in some cases the distribution problems make delivery difficult if not impossible.

**Question** - Why is there only space for one item on your order form? It seems like a lot of work to fill out an order form for every item.

**Answer** - Since the copy of the order form is used as a delivery address label, we require one label for each gift and therefore one order form for each gift. It also makes tracing much easier in the event of non-delivery or damage.

**Question** - Are there any additional charges?

**Answer** - No. The prices quoted are all inclusive. They cover delivery charges, the U.K. value added tax (V.A.T.) and wrapping and packaging. There should also be no provincial sales tax charged to the customer.

**Question** - Does the service operate only at Christmas?

**Answer** - No. The service operates all the year round and the prices remain in effect until the next brochure is printed. Note: some seasonal goods may be substituted e.g. Southern Hemisphere apples for Canadian apples.

**Question** - Where are the gifts shipped from?

**Answer** - K.U.S. warehouses the goods in the U.K. so that postal strikes, dock strikes etc. have a minimal effect on your order. We are ready to deliver long before your order is actually placed.

**Question** - How long does it take for a gift to be delivered after an order is placed?

**Answer** - Assuming the order is sent to K.U.S. within one day we can deliver the gift within 3-4 weeks depending upon the address of the recipient. This means that for Christmas

arrival orders must be placed by the first weekend in December. For non-Christmas orders please specify a delivery date on the order form.

**Question** - When are Christmas orders delivered?

**Answer** - We hold all Christmas orders until December and then send them out on delivery. This means that the gift will arrive between December 18th and December 24th depending upon the address it is going to.

**Question** - How are the gifts delivered?

**Answer** - K.U.S. has contracts with a number of delivery services both private and public. The gifts travel by both train and truck and are delivered right to the recipient's home.

**Question** - What if there is a problem and the gift gets lost or damaged?

**Answer** - First of all the recipient is notified prior to the arrival of the gift and is given instructions in the event of a problem. This means most complaints are settled in the U.K. almost immediately. However, should you have a problem, simply contact your store quoting order number. K.U.S. guarantees satisfaction to the U.K. recipient.

**Question** - What does K.U.S. stand for?

**Answer** - K.U.S. stands for Kniveton, Uren & Sons. K.U.S. first started business in 1959. Today, as a member of the Geest Organisation, K.U.S. operates in six overseas countries as well as the U.K. and has grown from a small Hamper Company handling 200 hampers per year to a multi-million dollar business. The Geest Organisation is one of Britain's largest companies and is the U.K.'s largest importers and distributors of bananas and all fresh produce. Geest also grows more houseplants and bulbs than any other company.

## How to order

Ordering couldn't be simpler!

Simply fill in the name and address of the person to whom the parcel is being sent, along with your name and the reference of the gift you wish to send.

### Order Form

Name of Gift.....Ref.....Quantity.....Price \$.....  
To Name .....  
Address.....  
Town..... County.....  
From Your Name .....

Please print details in block capitals.

Please check the address. If the address is incomplete, obviously a delay is incurred. Avoid disappointments - please make sure the address is correct and complete.

### Order Dates

Apart from Christmas all these gifts can be delivered throughout the year. We recommend ordering three to four weeks ahead where possible.

For U.K. Mothering Sunday (March 5th) order by February 12th.

For Easter Day order by March 5th

For Canada's Mother's Day order by April 16th.

n.b. where certain seasonal items are past their prime, alternatives of equivalent value will be supplied.