



UK Order, Service & Delivery Guidelines

Helping us to provide you with the service you expect from Apollo

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Seamless, Easy and Hassle-free Service – Every Time!



Apollo Fire Detectors is dedicated to ensuring the customer service you receive is aligned with your expectations. We want to support your business by providing the highest quality of service and to do this we have introduced our Order, Service & Delivery Guidelines that will assist you when placing an order, to ensure a seamless, easy and hassle-free service.

Getting your Order Right

To help us improve our quality of service to you, we need to ensure that all orders received have the correct and relevant information to process your order.

For order instructions

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We are working towards an automated process and regret to inform you that **any orders incorrectly received will be returned to you** for validation and correction. In these circumstances, we are not able to guarantee the original requested date of despatch.

If you are uncertain as to whether or not you are ordering the correct item, please contact us for advice to ensure that it is correct before ordering.

All orders are subject to our General Conditions of Sale, which can be viewed by visiting our website www.apollo-fire.co.uk



Ordering

Placing Your Order

Existing customers are able to email or fax orders to the below:

ukorders@apollo-fire.com
023 9245 6530

New Customers

Please use the following email address and phone number to place a new order:

sales@apollo-fire.com
023 9244 2700

Minimum Order Value

All orders must be over £50.00 (excluding carriage). Any orders received under minimum order value will be returned to sender for revision.

Order Queries

Existing customers please use the following email address:

orderqueries@apollo-fire.com

Please Note



Quote your **Account Number** and **Purchase Order Number** on any order correspondence.



Special Prices/Quotations

For instances where unique quotations have been provided by Apollo, we require separate purchase orders to be issued with the quotation number clearly stated. Orders received without this information will be processed at our standard prices. Unfortunately we are not able to amend this once the order has been confirmed to you. If you have an order which contains special and standard pricing, please submit these on separate purchase orders.



Order Amendment & Cancellation Policy

Due to the speed of service Apollo provide, we process your order immediately to ensure we achieve the requested ship date you require. Once we have confirmed your order, it's manufactured and packed for shipping instantly. With that considered, any order amendments or cancellations requested following order confirmation will incur a charge as shown below:

Total Order Value	Charge
£50 - £499	5% charge
£500 - £999	10% charge
£1000 - £4999	15% charge
£5000 +	20% charge

Please Note



Once your order is packed or invoiced we regret to inform you that we are not able to amend or cancel.

Purchase Order Requirements

In order to provide our customers with an efficient order processing service, please adhere to the following requirements when placing your order:



- 1 Invoice/Billing Address Details:
Contact Name
Company Name
Telephone Number
Fax Number
Email Address
VAT Number
- 2 Your PO Number/Reference
- 3 Apollo Quotation Number (if applicable)
see special prices/quotations on page 5.
We are not able to accept mixed orders
- 4 To: Apollo Fire Detectors
36 Brookside Road
Havant
Hampshire
PO9 1JR
- 5 Delivery Address Details:
Contact Name
Company Name
Full Delivery Address
Telephone Number
Fax Number
Email Address
- 6 PO Date: Date of order sent to Apollo
- 7 Requisitioner: Person placing the PO
- 8 Sent Via: Fax/Email
- 9 Requested Despatch & Delivery Date, choose from:
 - Same Day Despatch
 - Next Day Despatch
 - Specific Delivery Date
- 10 Ship Complete: Yes/No
- 11 Terms of Sale: e.g. CP - Carriage Paid
- 12 Delivery Service, choose from:
 - Next Day before 9am
 - Next Day before 10am
 - Next Day before 12pm
 - Next Day before 5.30pm
- 13 Quantity
- 14 Apollo Part Number & Suffix: e.g. APO
- 15 Description of Part
- 16 Unit price
- 17 Currency
- 18 Total Value of Part required
- 19 Subtotal of Order
- 20 Freight Cost (if known)
- 21 Total Order Value
- 22 Special Notes/Instructions

Please Note



Please refer to your latest price list for part numbers and correct prices prior to ordering.

Purchase Order Template



PURCHASE ORDER TEMPLATE

1 Invoice/Billing Address Details:

Contact Name
 Company Name
 Full Delivery Address
 Phone Number
 Fax Number
 Email Address
 VAT Number

2 Your PO Number/Reference

3 Apollo Quotation Number

4 To: Apollo Fire Detectors
36 Brookside Road
Havant
Hampshire
PO9 1JR

5 Delivery Address Details:

Contact Name
 Full Delivery Address
 Telephone Number
 Fax Number
 Email Address

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PO Date	Requisitioner	Sent Via	Requested Despatch & Delivery Date	Ship Complete	Terms	Delivery Service
Date of order sent to Apollo	Person placing the PO	Fax/Email	Same Day Despatch Next Day Despatch Specific Delivery Date	Yes/No	e.g. CP – Carriage Paid	Next Day before 9am Next Day before 10am Next Day before 12pm Next Day before 5.30pm

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Quantity	Apollo Part Number & Suffix	Description	Unit price	Currency	Total
10	55000-394APO Please refer to your price list	AS Sounder Beacon Base Optical Smoke	£50.00	GBP	£500.00

19 Subtotal

£500.00

20 Freight cost (if known)

£7.60

21 Total Order Value

£507.60

22 Special Notes/Instructions

1. Please send two copies of your invoice
2. Enter this order in accordance with the prices, terms, delivery method, and specifications listed above
3. Please notify us immediately if you are unable to deliver as specified

Authorised by

Date

Despatch Options



Our promise is to despatch Apollo manufactured product to you with a flexible range of services to suit your needs. The Service level options and their deadlines are highlighted below:

Same Day Despatch

Same Day Despatch is a premium service offering for any orders requiring immediate despatch.

Deadlines

Monday - Thursday:
Orders must be received before 2pm

Friday:
Orders must be received before 12pm

Next Day Despatch

For the orders that aren't required immediately, Apollo can provide a standard Next Day Despatch service, or a specific Delivery Date.

Deadlines

Monday - Thursday:
Orders must be received before 4pm

Friday:
Orders must be received before 2pm and will be despatched the next working day (usually the following Monday).

Shipping Complete Orders

To ensure your order is delivered and charged as one shipment, please state **Ship Complete** within your order or inform a member of the customer service team to update your account to reflect your requirement. The order will be shipped according to lead-times of the entire order. All delivery time information will be stated within your order confirmation.

Please Note



Apollo third party branded and supplied product delivery is subject to stock.

We will always endeavour to ship your complete order according to the requested ship date of your order. Where this is not possible, a notification advising you of the delivery date will be sent the same day as the order receipt. Delivery charges will be applied per shipment unless you request Ship Complete. Any orders received without a service specified will be returned to the sender for the relevant information.

Delivery Services



Apollo understands the importance of a reliable delivery service provider to both you and your customers.

Order traceability is vital and the delivery service providers are carefully selected to ensure you are able to track your order and receive full end-to-end visibility. Once your order is shipped from Apollo premises, a pre-alert containing shipment information will be sent to the delivery contact informing them that their parcel is on its way.

We have a variety of **Standard** and **Special** delivery options for you to choose from depending on your needs. Please note Terms of Sale are applied to Standard Deliveries only.

Standard Delivery

UK Mainland:

Next Day Delivery
before 5.30pm

Northern Ireland:

Next Day Delivery
(non-guaranteed)

Scottish Highlands/Offshore:

2-3 Day Delivery

Special Deliveries

UK Mainland:

Next Day before 9am
Next Day before 10am
Next Day before 12pm
Saturday Deliveries

Site Deliveries:

Apollo can arrange a delivery 'Direct to Site' as part of our service offering. An additional £5.00 per shipment charge will apply.

Delivery Charges

Deliveries are charged per shipment. Weight and the delivery service are charged as per your Terms of Sale. All prices are available from Apollo's Customer Service department.

Please Note



Apollo will not take responsibility if the addressee is unavailable to accept goods on delivery. Apollo's carrier will attempt delivery twice before returning the goods to Apollo. If the goods are returned to us, a handling charge of 25% of your order value will be applied.

Post Sales Service



Acceptance of Goods

In instances where goods arrive incomplete, damaged (or they have been tampered with), we commit to ensuring that we resolve the matter as quickly as possible and to your satisfaction.

When the goods arrive at the destination (or direct to your customer) it is your responsibility to check the delivery, prior to signing a Proof of Delivery (POD) to ensure the consignment is not incomplete, damaged or has been tampered with.

In the unlikely event that you find goods missing from your delivery, it is important that you advise us as soon as possible and prior to signing a POD note. Please ensure it is clearly marked on the POD note where items are missing or damaged and if possible include part numbers and the quantities.

Once you have signed the POD note, you are confirming receipt of a complete order and unfortunately, we are unable to investigate missing items.

Where goods arrive damaged or there is evidence of tampering, please also photograph the goods on arrival so we can investigate fully. We regret that we are unable to investigate without photographic evidence.

We ask you to email the details directly to orderqueries@apollo-fire.com on the date of receipt.

Warranty

Prior to returning any equipment to Apollo for inspection, Apollo's Customer Service department will need to provide you with a Returns Authorisation Number (RMA). A provisional Purchase Order (PO) must be provided also before any equipment is returned. Items returned without an RMA or PO may lead to delays in processing.

When obtaining an RMA, please indicate the exact nature of the fault and/or any other relevant information which may be helpful in diagnosing the fault.

Each product will be individually inspected and dealt with on its own merit. Products which are proven to be faulty and are within manufacturers' warranty terms will be repaired without charge. The provisional Purchase Order will be cancelled upon confirmation of a valid warranty claim.

Warranty returns found to be damaged due to incorrect wiring by the customer, negligence, lightning or other environmental damage, will incur a test and repair charge.

Returns

Apollo aims to provide you with the best possible service both before and after your order. If you do need to return a product, you can expect the same high level of service.



We will do everything possible to comply with reasonable requests for returns and will issue any refund due to you as promptly as possible. If you are unhappy with the goods for any reason, you have the right to return them provided that:

- The goods are not more than three months old
- The goods are still in the original unopened packaging
- They have not been installed or modified in any way

When returning goods, please do not return any items to Apollo without contacting us first - either by e-mail or phone. Returns will not be accepted without a Returns Authorisation Number (RMA) and unless authorised by Apollo Customer Service staff. (This can take up to 48 hours)

Please also supply the following information:

- Your full contact details
- Details of the product(s) that you wish to return
- The reason for return
- Date of Purchase
- Our order & invoice number

Request for return



You can arrange your return by email, phone or via our website:

orderqueries@apollo-fire.com
023 9244 2700
www.apollo-fire.co.uk which can be found via:
[Contact us](#) > [Customer Service](#) > [Returning a Device](#)

Please Note



All returns must be received by us within 7 days of us issuing the Returns Authorisation Number (RMA). If goods are returned under warranty as a faulty product and no fault is found, a minimum test and handling charge equal to the product servicing charge will be applicable. In this instance, the provisional PO will be invoiced.

Any packages returned to Apollo Fire Detectors must be by recorded delivery and clearly marked with your RMA. The sender will be notified of any shortages or discrepancies. In the event of a missing package, proof of delivery will be required.

Servicing price lists are available from:
returns@apollo-fire.com.

Handling Charges

Due to the nature of Apollo's products, a handling charge of 25% of your order value is necessary to cover administration, re-calibration, re-labelling and sometimes the scrapping of the returned product. Apollo appreciates that occasionally our customers may order the incorrect products. However due to the costs we incur, it is necessary to apply a 25% handling charge (depending on the age and condition of incorrectly purchased stock).



UK Customer Service

We have a dedicated internal team to support any order queries you may have.

Contact us on:

orderqueries@apollo-fire.com
023 9244 2700

For more information on UK Order and Service Guidelines please visit:

www.apollo-fire.co.uk/contact/ukcustomers

A HALMA COMPANY



Assessed to ISO 9001:2008
LPCB Cert No. 010



Certificate No. 010
See www.RedBookLive.com



Assessed to ISO 14001:2004
Certificate number EMS 010



INVESTOR IN PEOPLE

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