

# GENERAL INFORMATION



**SALES**  
Telephone:  
020 8391 5555



**ACCOUNTS**  
Telephone:  
020 8391 4333



**FAX**  
020 8391 5333

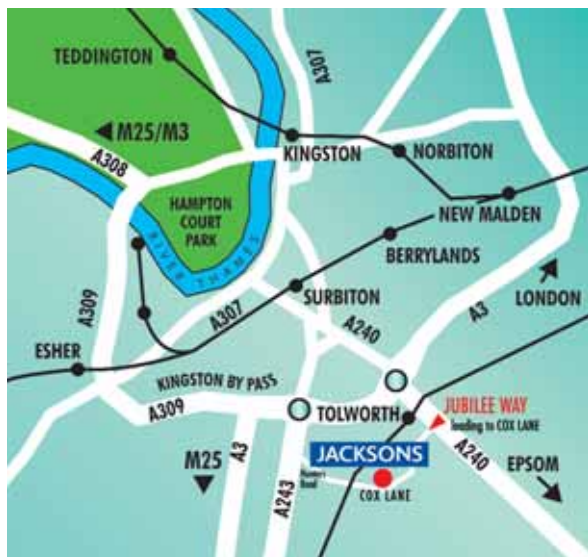


**EMAIL**  
sales@jacksonscg.co.uk



**WEBSITE**  
and internet ordering:  
www.jacksonscg.co.uk

This catalogue will be on line in August 2011. Online ordering is available to group accounts.



## WHERE ARE WE?

Visit our Showroom which displays a comprehensive range of catering products, which are featured throughout this catalogue.

Ideal to visit, if you are setting up a new site, as we can have a salesperson on site to assist you with making the right choices.

Our Showroom is open from 9.00 a.m. to 5.00 p.m.  
Monday to Friday. Always better to book an appointment.

## LOCATION

Catering House, Cox Lane, Chessington, Surrey, KT9 1SG

## SALES SUPPORT

Our internal sales personnel are professionally trained to help with your enquiries and process your orders. If you wish to see a salesperson at your site, this can be easily arranged, as we have a number of field representatives who work in designated geographical areas. To ensure ongoing contact, your sales representative will visit you regularly, and we are pleased to offer a telesales service to help you ensure you get your delivery when you require.



## HOW TO ORDER

Just call us and place your order with our sales administrators. If you wish to order outside our business hours, please leave a message on our answerphone detailing the items and quantities you require and a contact name and number should we need to call you.

Or you can e-mail your order to us on: sales@jacksonscg.co.uk

Or fax your order through on 020 8391 5333.

On orders under £50.00 a charge of £5.00 carriage will be applied.

Non-stock items may carry an uplift charge should you wish to return the item(s), if not required. The item(s) can only be returned in the original packaging.

## PRICING

All prices quoted in our list are exclusive of current rate of VAT and are correct at the time of going to press, but may be subject to change/manufacturer price increases at anytime.

## PAYMENT

To open an account with Jacksons, please contact us and we will send you an account application form.

Your account will be opened in 5 days, subject to satisfactory references. Payment otherwise can be made by cash, cheque, Switch, Visa, Mastercard or American Express.

## DELIVERIES

Orders placed before midday will be delivered the next day, subject to product availability, vehicle capacity and geographical area. Orders received after midday will be delivered within 48 hours based on the same criteria. Any item(s) received damaged must be reported within 24 hours of receipt or no further claim can be made. If a direct delivery is made from the manufacturer you will be told if you must check the delivery on receipt.



## CUSTOMER SATISFACTION

Jacksons have been established for nearly 80 years and customer service is key to our operation. If you should feel that you have not received an excellent service then please call us so that we can put the problem right.

