

Christmas and New Year 2017/18 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 Northern Ireland

Date	Hours	Cut-off	Delivery to store
21 December	Normal service	Normal service	Normal service
22 December	Normal service	Normal service	Normal service
23 December	Normal service	Normal service	AM delivery for orders placed up to normal cut-off on Friday 22 December PM
24 December	Normal service	Normal service	No deliveries. Emergency call-out service only
25 December	Closed	-	No deliveries. Emergency call-out service only
26 December	Closed	-	No deliveries. Emergency call-out service only
27 December	Normal service	Normal service	Normal service
28 December	Normal service	Normal service	Normal service
29 December	Normal service	Normal service	Normal service
30 December	Normal service	Normal service	AM delivery for orders placed up to normal cut-off on Friday 29 December PM
31 December	Normal service	Normal service	No deliveries. Emergency call-out service only
01 January	Closed	-	No deliveries. Emergency call out service only
02 January	Normal service	Normal service	Normal service
03 January	Normal service	Normal service	Normal service

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

Scotland

Date	Hours	Cut-off	Delivery to store
21 December	Normal service	Normal service	Normal service
22 December	Normal service	Normal service	Normal service
23 December	Normal service	Normal service	AM delivery for orders placed up to normal cut-off on Friday 22 December PM.
24 December	Normal service	Normal service	No deliveries. Emergency call-out service only
25 December	Closed	-	No deliveries. Emergency call-out service only
26 December	Closed	-	No deliveries. Emergency call-out service only
27 December	Normal service	Normal service	Normal service
28 December	Normal service	Normal service	Normal service
29 December	Normal service	Normal service	Normal service
30 December	Normal service	Normal service	AM delivery for orders placed up to normal cut-off on Friday 29 December PM.
31 December	Normal service	Normal service	No deliveries. Emergency call-out service only
01 January	Closed	-	No deliveries. Emergency call-out service only
02 January	Closed	-	No deliveries. Emergency call-out service only
03 January	Normal service	Normal service	Normal service

Emergency service details:

Service Centre	Emergency contact	Contact number
Chessington	Interserve	0208 739 1450
Croydon	The Keyholding Company	0870 770 6880
Letchworth	Arena Security	01462 481 811
Hinckley	Manor Security	02476 344 130
Leeds	Nationwide Security	01132 760 330
Swansea	OCS	02920 739 880
Preston	Sector Security	01772 794 728/9
Newcastle	Axis Security	0208 269 9280
Coatbridge	Axis Security	0208 269 9280
Exeter	Marsh Barton Security	01392 426 947
Belfast	Sword Security	02879 300456

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

- 1) Telephone the relevant number shown in the table above for your local Service Centre.
- 2) Provide your name, account number and telephone number and ask the operator to read these back to you.
- 3) The relevant company will then contact our duty manager who will contact you to make the necessary arrangements.
- 4) 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.