

# FPA PURCHASE ORDER FORM



Please fill in all sections, unless marked '**optional**'. Incomplete order forms can't be accepted. Please email this form back to [fpadirect@fpa.org.uk](mailto:fpadirect@fpa.org.uk)

Any information entered incorrectly may result in lost orders or delays in delivery time so please take care when filling in your details. Thank you.

## SECTION ONE: YOUR DETAILS

ORDER INFORMATION	
<b>Purchase order number or unique reference</b> This can be any reference your finance team is happy to use, but <b>must be different</b> from any previous order you have placed with us.	
<b>Additional information (optional)</b>	
DELIVERY DETAILS	
<b>Contact name</b>	
<b>Organisation name</b>	
<b>Full delivery address</b>	
<b>Phone number</b>	
<b>Email address</b>	
The above email address will be used to send you order confirmation and tracking emails and for any queries or updates about your order.	
<b>We would also like to send you occasional emails about our publications and resources, new products and special offers. You can unsubscribe at any time. Are you happy to receive these emails [delete as appropriate]? Yes / No</b>	
INVOICE DETAILS	
Please fill in these details even if they are the same as the delivery details.	
<b>Invoice contact name</b>	
<b>Invoice address</b>	
<b>Invoice phone number</b>	
<b>Invoice email address</b>	
SUPPLIER DETAILS	
FPA, Riverside Road, Pride Park, Derby DE24 8HY   07506 405337   <a href="mailto:fpadirect@fpa.org.uk">fpadirect@fpa.org.uk</a>	



## USEFUL INFORMATION

Only use this form if you need to be invoiced. If you can pay by debit/credit card or PayPal please order through our online shop [www.fpa.org.uk/shop](http://www.fpa.org.uk/shop) as we can then process and despatch your order more quickly.

### After you order

After your order has been placed by our sales support team you will receive an email acknowledgement. Please check this carefully and notify us immediately if any details are incorrect.

### Delivery times

Standard delivery time for most UK orders is five working days after you receive your order acknowledgement email.

International deliveries usually take between 7–10 working days after you receive your order acknowledgement email.

We do not currently offer next day or express delivery but hope to do so very soon.

### Delivery charges

We are currently reviewing all delivery costs and reserve the right to introduce or change delivery charges. If costs change and this affects your order we will contact you before placing your order and you will have the option to go ahead and pay the new charges or to cancel.

- Orders to mainland UK (excluding the Highlands and Hebrides) cost £4.99 for orders under £50 and £10.99 for orders £50 and over.
- Orders to the Highlands and Hebrides, non-mainland UK (including Isle of Wight and Northern Ireland) and Ireland cost £11.95 for orders under £100 or £23.95 for orders £100 and over.
- Orders to Europe and the Channel Islands cost £24 for orders under £100 or £48 for orders £100 and over.
- Orders outside Europe cost £28 for orders under £100 or £56 for orders £100 and over.

If your international order is particularly large or bulky we reserve the right to increase delivery charges to cover our costs. We will contact you to discuss this before placing your order.

### Invoices

Invoices will be issued **after** delivery.

Invoices are always sent by email unless you **specifically request otherwise and we acknowledge your request**

### Cancelling

You have the right to cancel your order any time up to 14 days from the day after you received it. The 14 days include Saturdays, Sundays and bank holidays. You must notify us that you wish to cancel your order before the 14 days have passed.

### Cancelling before your order is despatched

If you contact us promptly we may be able to cancel your order before it is despatched from our warehouse. If you placed your order within the last 24 hours and wish to cancel then email [fpadirect@fpa.org.uk](mailto:fpadirect@fpa.org.uk) (marked urgent) or call 07506 405337.

### **Canceling after your order is despatched**

Once your order has been despatched you will need to wait for delivery and then follow the steps in the below section to return item(s). Once we have approved your cancellation/return and given you a returns number we must receive your returned item(s) within 14 working days. All items returned must be unused and in their original condition and any packaging or seals must be unopened.

Unfortunately we are unable to cover the return postage costs for cancellations and unwanted items.

### **Returns**

If you wish to make a return please email [fpadirect@fpa.org.uk](mailto:fpadirect@fpa.org.uk) as soon as possible. Please supply the following in your email:

- Your order reference (this will be on your despatch note).
- Your purchase order number if you supplied one.
- The name/title of the item(s) you want to return.
- The reason for the return.
- Whether you require a replacement item.
- A daytime contact phone number in case we need to get in touch.

If you return items without following these steps we may still charge you for them.

**Please see our full returns and cancellation policy at [www.fpa.org.uk/returns](http://www.fpa.org.uk/returns)**

### **Privacy Policy**

Our [privacy policy](#) explains how we process and store any personal data you send to us when you place your order.