

# How to order products

Welcome to [www.nbs-home.co.uk](http://www.nbs-home.co.uk)

Thank you for logging onto the **nationwide build shop limited** website where you will find a selection of innovative building products for you to buy on-line.

You can purchase the products offered in two ways...

1. Selecting products from the on-line shops, placing them in the shopping cart (By clicking **Add to Cart** and making a purchase using your Credit/Debit cards via our secure on-line payment facility. We do accept other Credit and Debit cards not shown during the purchase facility – please contact us on the telephone for details – see 2 below.
2. Request a quotation for products which are of interest and make payment by telephone via our secure terminal or by cheque.

## 1. Selecting products from the on-line shops and making a purchase via our secure on-line payment facility

Selecting and purchasing products from the on-line shops is the same as navigating most websites that sell building products – you view the products on offer, read any literature provided, add the product to the shopping cart, provide contact and delivery details and pay with your card on the secure part of the site. If you are inexperienced at purchasing products from the internet, the procedures described on the following page will help you with the process. In addition you will find helpful navigation notes throughout the website pages.

As goods supplied by **nbs** are sourced from many manufacturers and delivered thorough out the UK, the delivery charges given in the nbs on-line shops can be dependant on the total value of goods ordered and the delivery location. For example delivery to islands may have higher charges than indicated. We will re-calculate and quote you via email before we process your order. Refer to nbs Conditions for further information. **For some products, Sheeps Wool Insulation for example, delivery charges are always calculated on a project by project basis after you have placed the order with us and after providing your Credit/Debit card details.** In these instances, please ensure you order all the goods for the project at any one time. According to the total quantities ordered and the delivery location we will quote, via follow-up email, the most cost effective delivery. The carriage charge may be waived for large orders.

YOUR CREDIT/DEBIT CARD WILL NOT BE DEDUCTED TO THE NATIONWIDE BUILD SHOP LIMITED UNTIL YOU HAVE AGREED TO ANY QUOTED DELIVERY CHARGE FOR THE GOODS BY RETURN EMAIL. VAT WILL BE ADDED AT THE CURRENT RATE TO ALL PRICES.

Click the **notice board** shop window on the home page for current VAT rate.

Refer page 2 for further instruction.

## 2. Request a quotation for products which are of interest

To request a quotation for any product offered via email, click on the **contact us** tab – see email procedure below. You can also request a quotation by letter post, telephone or facsimile. We will forward a quotation which will include the delivery charge to the delivery location you provide. After you have accepted the quotation, via return email, we will phone you for your Credit/Debit card details or you can pay by cheque made out to the nationwide build shop limited. Refer page 3 below for further instructions.

Thank you again for logging onto our website, we will endeavour at all times to provide you with an efficient service.

We like to communicate with our customers, so our Sales and Technical support staff is on hand to answer any queries you may have via email or telephone from 9am to 5pm, Monday to Friday, excluding Public Holidays.

Take a look in **nbs-support** for further help with your project.

Happy shopping.

**nationwide build shop limited**

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## How to order building products from a nationwide build shop limited on-line shop

### Selecting products

- 1 Scroll through the **nbs shop windows** to see the products offered.
- 2 When you see a product you are interested in, either click on that product's shop window or click the relevant nbs on-line shop tab and select the shop you wish to enter.
- 3 You will find a short list of the products offered in each shop. Scroll down until you locate the product you are interested in.
- 4 Take a look at the literature available for the product by looking in the literature library or by clicking on – **BENEFITS**, **TECHNICAL** or **INSTRUCTIONS** headings associated with the product. To help you select components, some Technical literature includes a useful **Order Schedule** form that you can print off and fill in.  
After you have viewed the literature click the “**X**” button on the top right of the screen to return to the previous page.

### Start purchasing procedure – placing products in the shopping cart

- 5 To start the purchase procedure for any product, click **Add to Cart**. The product selected will be displayed in your shopping cart.
- 6 To increase the quantity of any particular product, place the mouse cursor over the number 1 and type in the number required, then click to the **Update Cart** button. The system will recalculate the price. Please note some products have minimum order levels.
- 7 To add more products to your shopping cart click the **Continue Shopping** button.
- 8 Some selected products in the shopping cart have a small drop down menu incorporated in their description. This allows you to choose, for example, colour way or a particular component specification – this choice does not usually effect the purchase price. To change the item, click on the dropdown menu arrow, and click on your preferred colour or specification.
- 9 If you require the same product/component with a different colour ways or specification previously selected, then click **Continue Shopping** and click the same product's **Add to Cart** again. The same product will be displayed in the shopping cart, where you can select a different colour way or specification for the item.
- 10 To remove a product from the shopping cart, click **Remove** shown just below the product description.

### Checkout with your purchases and make payment on the secure part of the site

- 11 When you have chosen all the products required for your project, click the **Checkout** button
- 12 Provide your email address. You will be asked to provide a password at the next registration stage.  
This procedure is an integral part of our security system.
- 13 Complete all the billing Information required ensuring the Site/delivery details are correct and then click the **Pay by credit or debit card online** button.
- 14 Enter your Credit/Debit card details asked for, then click the **Complete Order** button once.

PLEASE NOTE YOUR ORDER **MAY** HAVE BEEN CALCULATED AT THIS STAGE **WITHOUT** INCLUDING THE DELIVERY CHARGE. THE DELIVERY CHARGE WILL DEPEND ON THE TOTAL QUANTITIES PURCHASED. ACCORDING TO THE NUMBER/AMOUNT OF GOODS ORDERED AND THE DELIVERY LOCATION, A DELIVERY CHARGE WILL BE CALCULATED AND CONFIRMED VIA FOLLOW-UP EMAIL.YOUR CREDIT/DEBIT CARD WILL NOT BE DEDUCTED TO THE NATIONWIDE BUILD SHOP LIMITED UNTIL YOU HAVE AGREED TO THE QUOTED DELIVERY CHARGE BY RETURN EMAIL.VAT WILL BE ADDED AT THE CURRENT RATE TO ALL PRICES.

Please note we **CAN** accept other Credit and Debit cards if you contact us on the telephone.

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How to request a quotation via email – on next page

## How to request a quotation via email

### Selecting products

- 1 Scroll through the **nbs shop windows** to see the products offered.
- 2 When you see a product you are interested in, either click on that product's shop window or click the relevant nbs on-line shop tab - left of the screen.
- 3 You will find a short list of the products offered in each shop. Scroll down until you locate the product you are interested in.
- 4 Take a look at the literature available for the product by looking in the literature library or by clicking on – **BENEFITS**, **TECHNICAL** or **INSTRUCTIONS** headings associated with the product. To help you select components, some Technical literature includes a useful **Order Schedule** form that you can print off and fill in.  
After you have viewed the literature click the “X” button on the top right of the screen to return to the previous page.

### Recommended procedure to make an emailed quotation request

- 5 In the on-line shop, using the mouse cursor select the product's description and **Copy** into memory.
- 6 Click on the **contact us** tab at the top of the screen and **Paste** the memorised product description into the **Comments** box then add the quantity of product required. For example...

IN0004...Thermo-Foil ES Heat reflecting membrane – when FOUR or more rolls are ordered

#### PRODUCT DESCRIPTION

1.25m wide x 96m roll. 120m<sup>2</sup> per roll at£1.96m<sup>2</sup> excluding delivery charge and VAT

**£235.00 per roll excluding VAT which will be added to Our Price shown below when you click Add to Cart.  
Delivery is free when four or more rolls are ordered**

#### 12 rolls required

- 7 Complete your contact details.  
**If the DELIVERY ADDRESS is different to the contact address given, please add the delivery address to Comments box.**  
Click the **Submit** button
- 8 We will forward a quotation which will **INCLUDE** any delivery charge to the delivery location given.  
After you have accepted the quotation via return email, we will phone you for your Credit/Debit card details or you can pay by cheque made out to the nationwide build shop limited.  
Please note, cheques must have cleared before the goods are despatched.

**Credit/Debit card details are logged into our secure terminal manually and checks made to ensure the card is valid.**