

## Placing An Order Online

Initially there are three easy ways in which you can search for particular products which you would like to purchase. As an example, we will look at how to buy a Bath Lift. Firstly you can utilise the category listings on the left hand side of the page by hovering your mouse over the Bathing Category then clicking the Bath Lifts sub-category. The second method is through selecting the Products Page (see menu bar at the top of the page) and again selecting within the Bathing category "Bath Lifts". Both ways will ensure you will be presented with a list of all the Bath Lifts available. The third method is through using the Quick Search facility at the top left hand corner, if you use the Quick Search facility by typing in a particular product you will 'jump' straight to the relevant pages when the Go button is pressed and be presented with all products which contain the key words "Bath Lift" e.g. Bath Lift Spares and Bath Lifts. This final method is useful if you are looking for a specific item title which you know already exists e.g. Bathmaster Xtra, however whilst browsing through the site the first two methods are probably best.

At present there are two pages of Bath Lifts within the sub-category, use the scroll bar on the right hand side of the page to move through the list. If there are more than 15 products and you wish to see the next page, simply press the Next button or the next page number at the bottom of the screen or increase the number of items you wish to view at once through the drop down box. A picture and a description of each item are displayed on the page; if you see a product that you are happy to order or want more information simply click on '[click here to order or for more info](#)'. You will then be presented with a detailed description of the product such as specifications and features. The majority of our product pictures within this view can also be enlarged to view the product in more detail which can be done by clicking the image once.

If you would like to select an item for purchase, as detailed above, simply press the appropriate 'Add to Basket' you can find this by scrolling to the bottom of the page within the **Buy** section. To select more than 1, type the quantity in the quantity box to the left of 'Add to Basket' and then press 'Add to Basket'. A summary of your order will then be displayed in the Shopping Basket page. If you wish to continue shopping for other items, simply click the 'Continue Shopping' button and browse the rest of the web site, following the instructions above for adding more to your basket. If you have made an error with your order, select the "X" next to the items that you want to delete or type in a new quantity in the quantity box and then press 'Update'. Your revised order will be displayed. To complete your order and to continue through the checkout process, select 'Next'.

The next screen you will be presented with will be the checkout stage where you should complete the Invoice/Card Address details and the Delivery Address (if this is different from the Invoice Address). Tick the VAT exemption box if the product and/or you or the person you are buying the item for are eligible for relief from VAT, a secondary box will 'pop up' asking you to state the condition or illness for VAT Exemption. Please type in the reason and select OK. Fill in any special instructions e.g. leave delivery after 2pm, how you heard about Betterlife and check the 'Remember Me' box if you want your address to be recognised on your next visit to the web site to save time when purchasing products again. If you wish to be kept updated with special offers and new products, please tick the relevant box then press 'Continue'.

You will now be presented with a summary of all the details that you have entered if you are happy with all these details select 'Next' however, if you have made a mistake or forgotten anything by selecting 'Back' at the bottom of the page you can change any of the details. If there is anything missing from your order, you will be prompted before you can continue with placing the order.

Complete your payment details **Please Note:** The Cardholder Name should be input as it is printed on the card. For Example: MR J SMITH **OR** MR JOHN SMITH. Select what type the card is e.g. Visa, Maestro etc and then type in the Card Number without any spaces, type the issue number in (if applicable) and the Signature digits, these are the last three numbers on the signature strip of the card (Please use the four digits on the front of any AMEX card for signature digits), finally type in the valid from (if applicable) and expiry date. You will see the Terms and Conditions part of the page is already selected as you have read them, if you would like to view these click on the words '*Terms and Conditions*' that are highlighted which will bring up a secondary box, once you have read through them select the 'close' cross at the top of the box- this will bring you back to the original page. If you are happy with your order press 'Confirm Order'. You will receive a confirmation message with an order number for your records and an email will be sent to your email address which will complete the shopping process.

If at any time you experience any problems, please contact us using the Freephone Number **0800 328 9338**.

### **Placing An Order By Phone**

Call our Freephone number **0800 328 9338** and our friendly and efficient staff will take your order. Remember to have your order details and credit / debit card information with you.

### **Placing An Order By Mail**

If you prefer not to use the online payment system, simply print our [order form](#), complete and send with either a cheque or using your credit card/switch details to:

Betterlifehealthcare Ltd,  
Unit 3 Cuerden Green Mill,  
Sherdley Road,  
Lostock Hall,  
Preston,  
Lancashire,  
PR5 5LP

### **Placing An Order By Fax**

Simply print our [order form](#), fill in your credit card/switch details and order details and fax the order form through to us on the direct line: 01772 626 770.