



INSTRUCTIONS FOR POSTAL ORDER

Important informations - Please read carefully

I offer a quick turnaround time. I sharpen your tools usually same day delivered, and send the parcel back next working day

SENDING

I only accept postal order for small items as knives, scissors, secateurs, pruners, etc... Please **DO NOT** send large and heavy items as splitting axes, etc...

- Package appropriately so items present no risk to employees, other postal items or recipients.
- Wrap heavy cardboard or multi layer newspaper around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Be sure to tuck in the ends so no exposed sharp edges. Tape around the wrapped items
- Place the wrapped items in a box with lots of filling material like bubble mailer or newspaper. Should not be any rattling when you shake your box.
- I don't take responsibility for lost or damaged items while in transit.
- Print and complete the postal order form and the parcel labels with capital letters. Place the order form and the return label inside the parcel. Affix the parcel label to the parcel securely. The sender's name and return address must be clearly visible on the outer packaging.
- Returns can only be sent using Royal Mail Tracked Returns or Royal Mail Special Delivery.
- Find the nearest Post Office, choose your own postal method and send me the parcel. Make sure that you get a 'Receipt of Postage'.
- After you shipped your order, please contact us by email, text or our contact form and let us know that your order on its way.

PROCESS

- Once your parcel delivered it will be checked outside and inside.
- Then a confirmation and estimate will be sent to your email address via PAYPAL system. As anyone, I can make mistakes too... If you are unhappy with the estimate, you can request changes and I'll be happy to assist you.
- When the estimate has been accepted your invoice will be sent shortly.
- Once payment received I will commence the job as soon as possible. Payment must be completed before commencing the job. Late payment can cause delay on return.
- Knives, scissors and tools are then sharpened using the most appropriate method for the individual item. I have a multitude of grinders, stones, belts, discs and machinery for the tasks. Oil is applied where required. Scissors are serviced and checked for sharpness and any small parts are replaced free of charge where required.

- Knives with nicks and scissors with tip damage can be repaired, however, if the tip is damaged the item will probably have to be made shorter in order to repair to a usable state. (If an item is too damaged to be sharpened successfully, I will attempt to contact the client to discuss the issue.) Please read my article about knife repair.

RETURN

When your items have been sharpened and tested, they will be safely wrapped in paper and cardboard to avoid damage during return transit. To protect the environment, items are returned in the same boxes as received and shipped back within 1 working day on your chosen method.

PAYMENT

I use the PAYPAL invoicing and payment system. You don't need to have a PAYPAL account, you can use your debit or credit card as an ordinary online shopping. Keep your eyes on your emails, and just follow the options through the payment process when invoice received.

AS YOU SEE, IT'S EASY AS PAINTING STRIPES ON A ZEBRA :-)

IF YOU HAVE ANY QUERIES DON'T BE AFRAID TO CONTACT ME!

THANK YOU FOR YOUR ORDER!

Please complete the forms below with capital letters!



USE THIS FORM FOR SENDING YOUR PARCEL!

PARCEL LABEL (Please fill the parcel label with capital letters and affix to the parcel securely.)

FROM:

Name:
Address:
Telephone: (mobile)
Email:
Content: TOOLS

TO:



THE SHARPENER

Gabor Balashazi
 102 Harwich Road
 Little Clacton, Essex
CO16 9NJ

Tel: 07852 464883
 Email: info@yoursharpener.com

