



LIFEJACKET DROP-OFF POINT 'HOW TO'



The customer finds out you are a Lifejacket Drop-Off Point by:

- seeing it on our website <http://www.seasafe.co.uk/servicepoints>
- seeing it on your website, newsletter, blog etc.
- seeing it on your Point of Sale stand displayed in your premises

If a customer phones us and asks us where they can get their lifejackets serviced, we will always direct them to you, if you are close by.

Wherever possible, we will phone you and tell who's coming in and how many lifejackets they will be bringing, so you have a 'heads-up'.



Lifejacket Servicing leaflet (perforated)

Service Point Copy

Service & Certification
From: **£9.95 inc VAT**

Customer Name: _____
Tel no: _____

Staff Name: _____ Date: _____
www.SeaSafe.co.uk - 01983 282388

Place this part inside bag with LifeJacket(s)

Name: _____
Address: _____
Email: _____
Tel no(s): _____
No. of LifeJackets: _____

Customer Signature: _____

Staff Name: _____
Date: _____ No. of LifeJackets: _____

Customer Receipt - Please keep this part safe
www.SeaSafe.co.uk - 01983 282388

1. You fill out the **TOP** part and keep as your record of the customer who has just used your Drop-Off Point.

2. The Customer fills out the **MIDDLE** part
This is probably the most important bit of paperwork in the whole process – it tells us who the customer is, so we can liaise with them about what's needed, take payment and more importantly – make sure your commission is allocated correctly to you!

3. You also fill out the **BOTTOM** part and give it to the customer, so they have a record that they dropped them off to your Drop-Off Point.



- Please put the MIDDLE part inside a DHL box (which we supply).
- If you are using your blue box to return a quantity of lifejackets, then pop it inside the box.
- If you have more than one customer and you have used separate blue plastic bags (which we can supply to you), then please put the MIDDLE part of the label inside each individual customer bag to differentiate who's-who.

If you run out of leaflets, DHL boxes or blue bags – **PLEASE ASK US FOR MORE!**



Collecting the Lifejackets – using DHL

You phone us on 01983 282388 to advise you have lifejackets for collection. We make your booking with DHL just after we have spoken to you.

You will receive an e-mail from us at SeaSafe with the Waybill. Please can you print this off onto a sheet of A4 paper and stick it onto either the DHL bag/box or your blue box. It has a barcode, which the driver scans and contains all the address information needed for correct collection and delivery to us.

If possible, try to use a generic e-mail, ie sales@, marina@ etc to make sure you are able to access the e-mail for printing.

It is really important the Waybill is used, as it also has a disclaimer for the transportation of CO² bottles, classed as hazardous goods. Sometimes DHL depots can be a little over zealous about HazGoods and have been known to drop the box back to you the next day claiming they can't carry them. We normally find this out ourselves, but please phone and let us know if it does happen to you!

We always aim to send you more DHL boxes when we return lifejackets, but if we forget just phone and ask for some more.

Service & return of Lifejackets

Once customer lifejackets are serviced, we contact them to take payment (you don't have to worry about this).

When payment is received, we despatch the lifejackets back to you, so the customer can collect them from you, as the same Drop-Off Point they dropped them in to.

Here are some things that might happen:

- Customer used your Drop-Off Point as on holiday in your region, but actually lives much further away. If we send their lifejackets back directly to them, we will keep you informed.
- Delay in getting payment from customer – we don't send their lifejackets back to you at the Drop-Off Point until we have been paid.
- Failed lifejackets are destroyed, the customer does not get them back. Failed means just that, ie they are not fit for purpose. We will inform the customer directly.

And Finally.....

Since we introduced the Lifejacket Drop-Off Point system, the whole concept has evolved so much and we are always striving to make it even quicker, easier and cost-effective.

If you have any good ideas you think could make it even better - please tell us!

What we do know is that a lot of you have return customers so the:

More we raise the awareness = More customers using Drop-Off Points = More Commission for you

THANK YOU FOR BEING OUR LIFEJACKET DROP-OFF POINT ☺