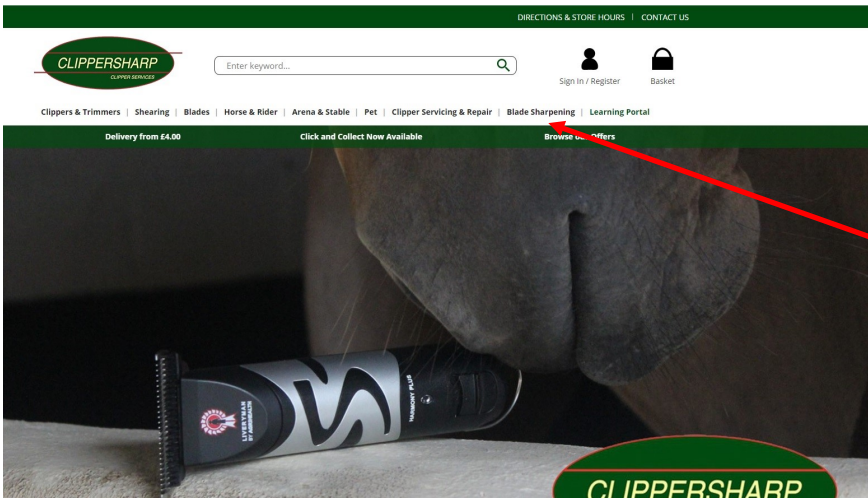


The Sharpening Process

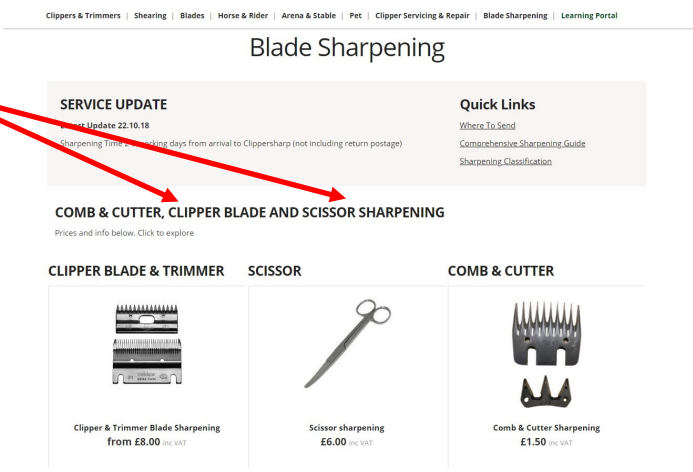
1. Making Payment online.



Head over to our website
www.clippersharp.com

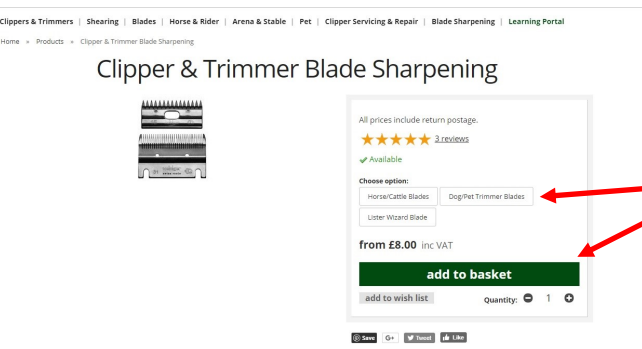
Click on 'Blade Sharpening'

Choose your desired service - Clipper Blade or Scissor Sharpening

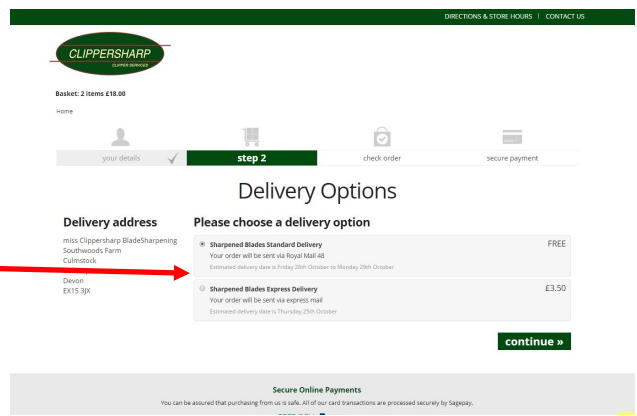


Choose the correct type of blade—if you're unsure about the type of blade you have, check out our **sharpening classification guide**.

Allocate the correct quantity and **ADD TO BASKET**

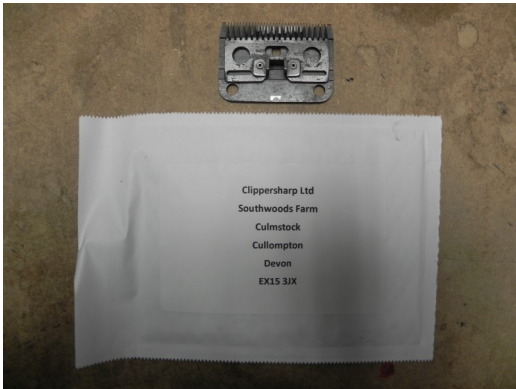


Once you've registered your details and are at the checkout, choose your postage costs. Standard postage is included in the cost of sharpening. This postage option will result in your blades being sent using a Tracked 48 service—they will arrive back within 2 working days after being sharpened. Blades sent by Express Postage will arrive the next working day after being sharpened and will require a signature.



Press continue to proceed to payment and checkout as you would with any other online order.

2. Packaging up your blades/scissors



Unfortunately, damages frequently occur in transit. We therefore recommend sending your blades/scissors into us using as much packaging as possible, as shown in the examples above. Padded envelopes are suitable for 2-3 blades whilst cardboard boxes and bubble wrap/padding would be more suitable for 3+ blades.

To enable us to identify your blades, we need the following included **inside** your package:

- Your Name
- Contact Number
- Order Number which can be found here on your confirmation Email and will always begin with 'CLIP'.


And we need the following on the **outside** of your package:

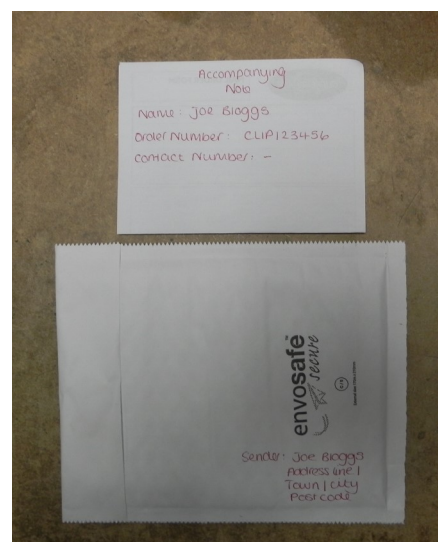
- Our address **Clippersharp Ltd**
Southwoods Farm,
Culmstock,
Cullompton
Devon
EX15 3JX
- your return address on the back of your envelope/parcel.

You have just received a new order online, please find the details of the order below:

Order Number: CLIP034216
Gateway: Paypal
Order Time: 01/06/18 at 11:06
Customer: Olivia Proctor (oliviaproctor123@aol.com)

Order Details

Product Details	Code	VAT Rate	Quantity	Price (exc. VAT)	Price (inc. VAT)
 Clipper Blade Sharpening					
Type: Horse / Cattle Blades	SH001	20%	3	£22.50	£27.00
				Subtotal £22.50 exc.	£27.00 inc.
				Delivery £2.92 exc.	£3.50 inc.



3. Take your package to your local Post Office

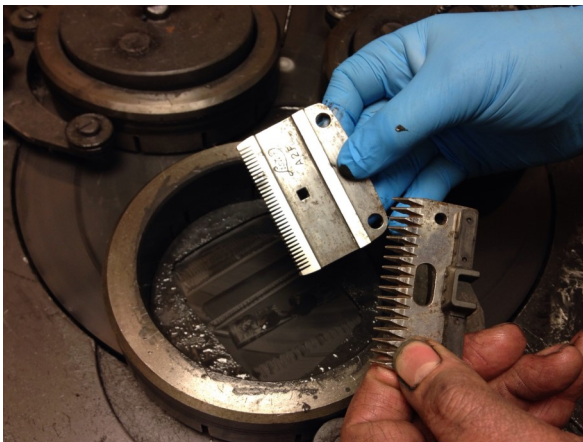
- we recommend sending them using a TRACKED AND/OR SIGNED FOR SERVICE; as we do not open blade packages until they are due to be sharpened (to avoid confusion), we do not provide confirmation when blades/scissors arrive on site. Using a tracked and/or signed for service will allow you to confirm that your blades have arrived safely. These services will also cover any losses or damages that may occur in transit to Clipperssharp.



4. Arrival at Clipperssharp HQ

The postman arrives each day (Monday-Saturday) with a sack of blades for sharpening. During our busy periods, we can receive multiple bags each day— that's a lot of blades!! This is why we ask for your return address to be on the back of your package, should we need to identify it in a sack.

The sacks are then queued up on a first come, first serve basis and the blades taken through in batches for sharpening. We do not open blade packages until they are in the workshop, to avoid any mishaps.



When your blades arrive in the workshop, they are married up with your pre-paid invoice, sharpened and taken directly through to our packing bench.



5. Return postage

Your blades will be packaged appropriately and returned by Royal Mail (using a Tracked 48 or Express Service). They will then turn up on your door step, ready to go!



Damages

Unless it is explicitly obvious that any damage to a blade has occurred in transit to you, we will assume that you are already aware of any damages. If damage does occur in transit to us, we will do our best to document it before contacting you to let you know.

For more information relating to our damages policy, please read our sharpening and servicing/repair Terms and Conditions which can be found on our website.

Turn around times

We endeavour to keep our turn around times to an absolute minimum but September—December is notoriously busy. We post regular updates relating to turn around times on our sharpening page and on our social media pages—we kindly ask that you take note of these before sending your blades in for sharpening.

Our usual turnaround time is 1—2 working days (not including delivery) but the wait can be up to 10 working days during our very busy periods.

Reporting a problem

Although your blades should be returned within 2 working days after you have received a dispatch Email from us, we kindly ask that you wait 5 working days as Royal Mail state that during their busy times, delivery times can be extended.

Please check your blades carefully after receiving them back as any issues must be reported within 14 calendar days of receipt.

Thank you for choosing Clipperssharp



01823 681076