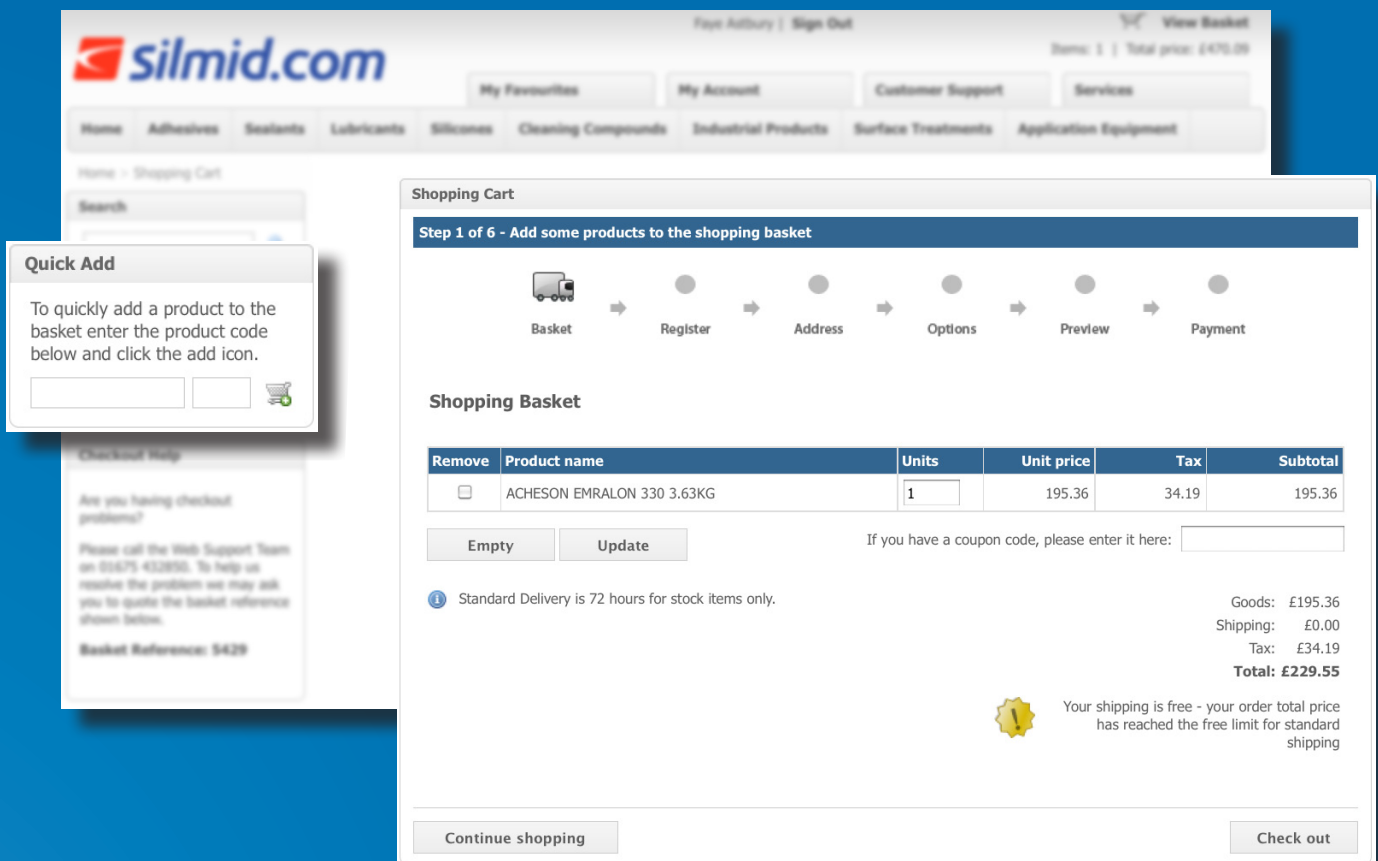


# How To Place a Web Order


To assist with placing your order, we have a dedicated web support team who have created this step by step visual guide. If you would like further assistance please contact us on **01675 432 850** or by e-mail at **info@silmid.com**

To order, begin by finding the product you require from the **search box** on the left hand side of the screen on the home page or from the **category choices** at the top of the page. You will also see a **Favourites tab**, which will show you a list of all your favourite items added by yourself or every time you place an order. The **My Account** tab will show you all orders that have been placed along with invoices and statements. On the top right corner there is a link to your **shopping basket**. Once you have found the product you can see whether it is in stock or if not, what the **Lead time** is. Once happy with your selection click **Add to Cart** to go to your shopping basket.



**Quick Add**

To quickly add a product to the basket enter the product code below and click the add icon.



**Shopping Cart**

Step 1 of 6 - Add some products to the shopping basket

Basket → Register → Address → Options → Preview → Payment


**Shopping Basket**

| Remove                   | Product name               | Units                          | Unit price | Tax   | Subtotal |
|--------------------------|----------------------------|--------------------------------|------------|-------|----------|
| <input type="checkbox"/> | ACHESON EMRALON 330 3.63KG | <input type="text" value="1"/> | 195.36     | 34.19 | 195.36   |

If you have a coupon code, please enter it here:

**Standard Delivery is 72 hours for stock items only.**

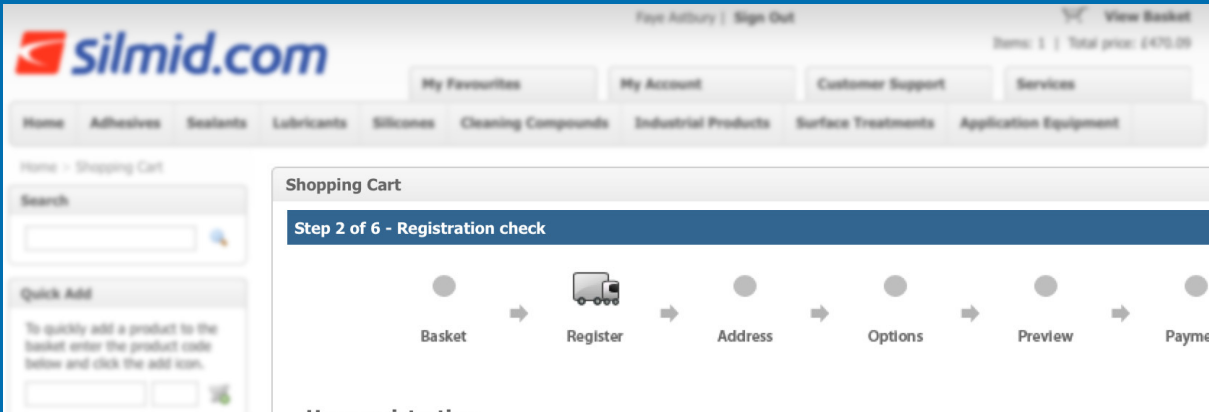
Goods: £195.36  
Shipping: £0.00  
Tax: £34.19  
**Total: £229.55**

 Your shipping is free - your order total price has reached the free limit for standard shipping

## Step 1

This is your shopping basket, here you will see a list of all the products you have added. At this point you can make changes or you can continue shopping.

You can also add items quickly to your basket by entering Silmid's part number in the **Quick Add Box**.



**Checkout Help**

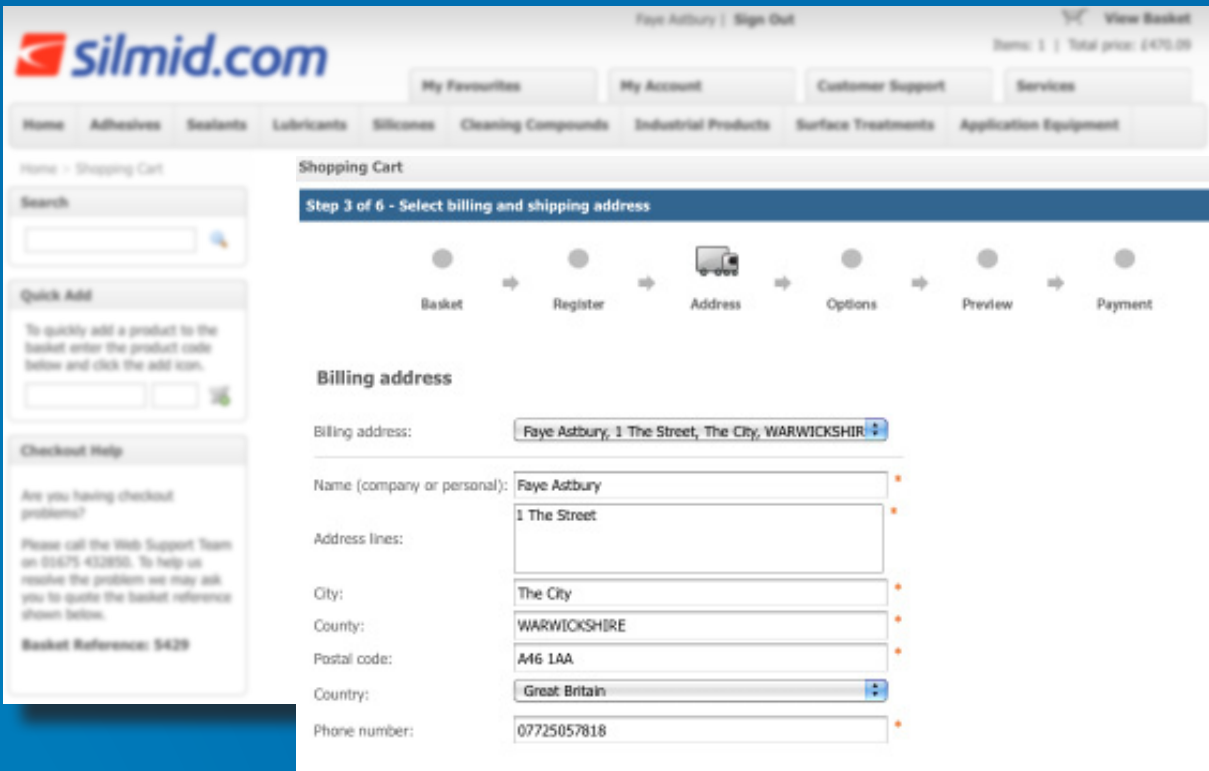
Are you having checkout problems?

Please call the Web Support Team on 01675 432850. To help us resolve the problem we may ask you to quote the basket reference shown below.

**Basket Reference: 5413**

## Step 2

This is where you login or register. If you need help logging in, registering or need to be linked in to a credit account please contact our Sales Office on **01675 432 850**.

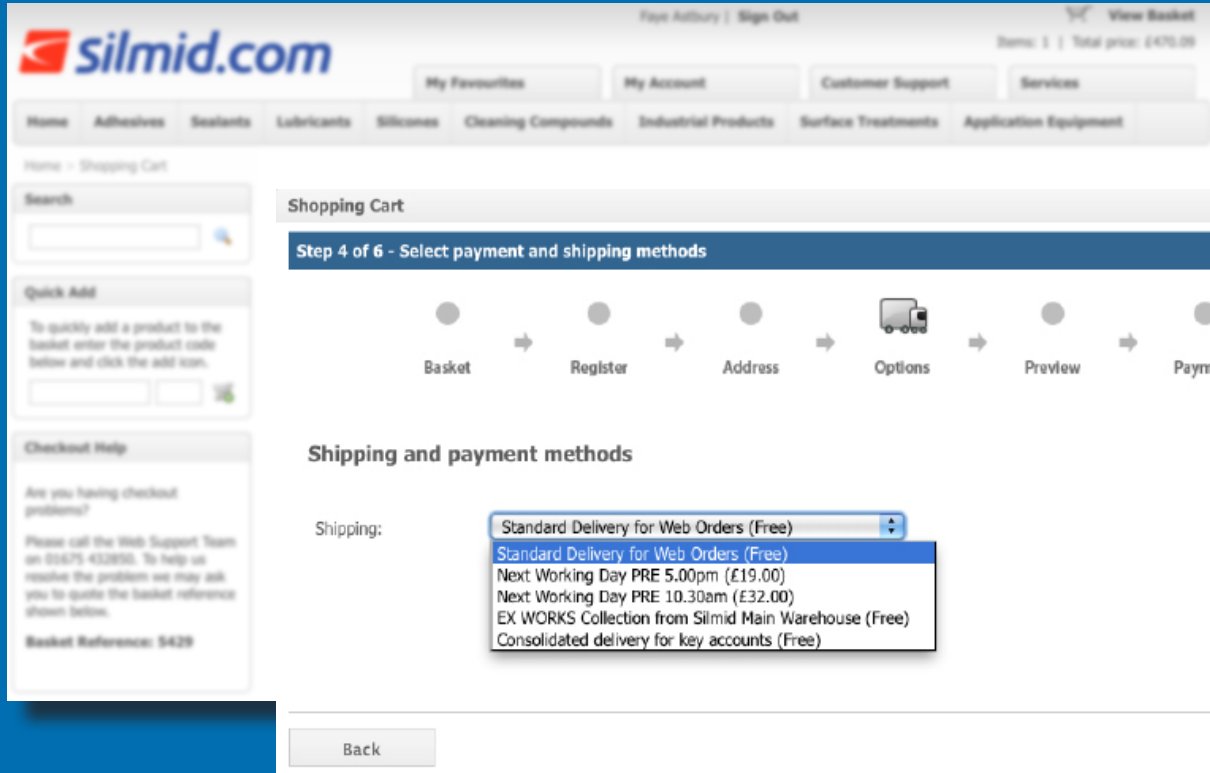


## Shipping address

My shipping address is different from the billing address.

## Step 3

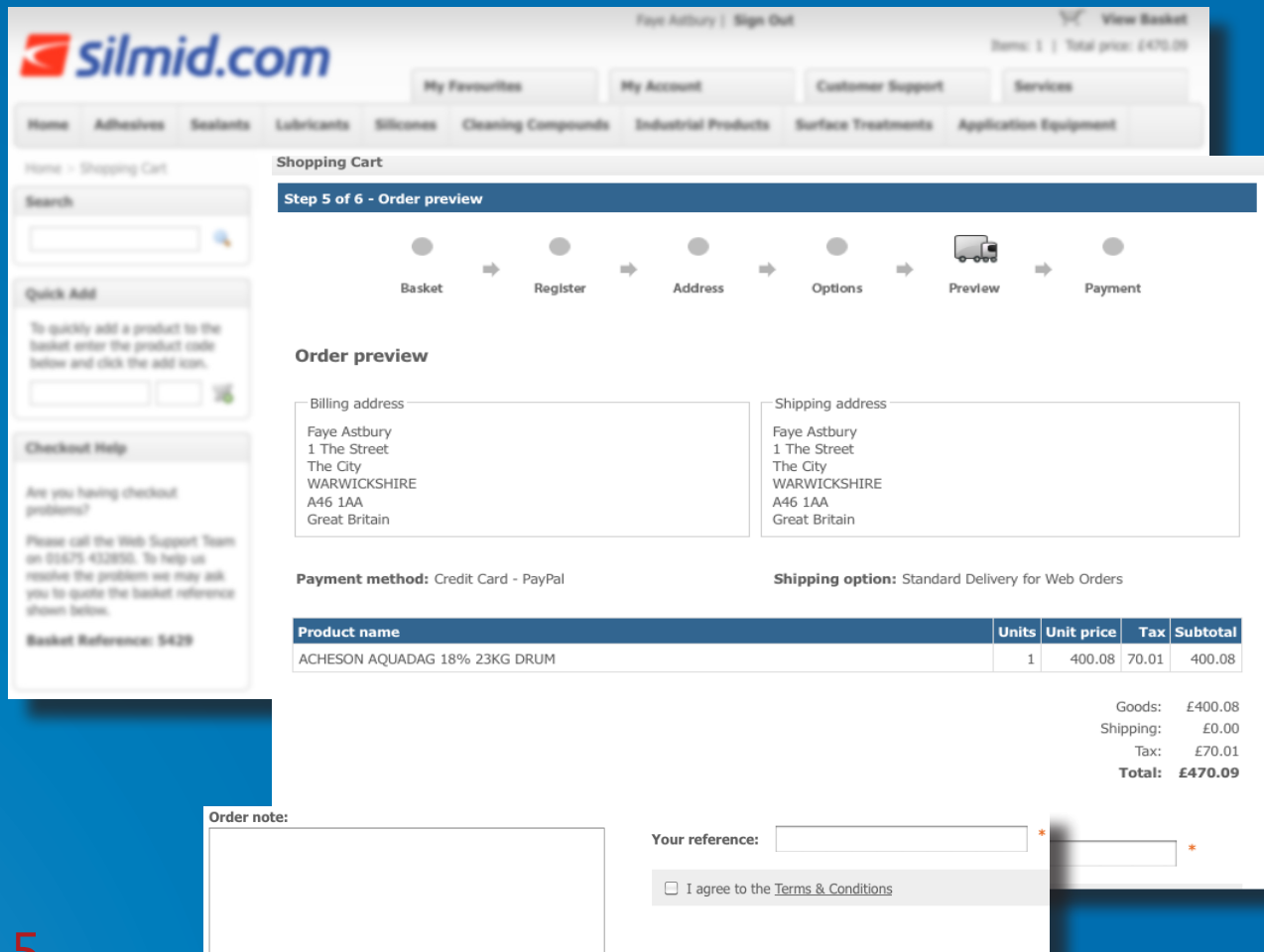
Once you have completed the log in process you will be taken to a screen where you enter your billing address (this is where you wish to have your invoices sent to). If your shipping address is different you will need to tick the box that states **My Shipping Address is Different to My Billing Address** and fill in the details of where you want the goods to be delivered to.



## Step 4

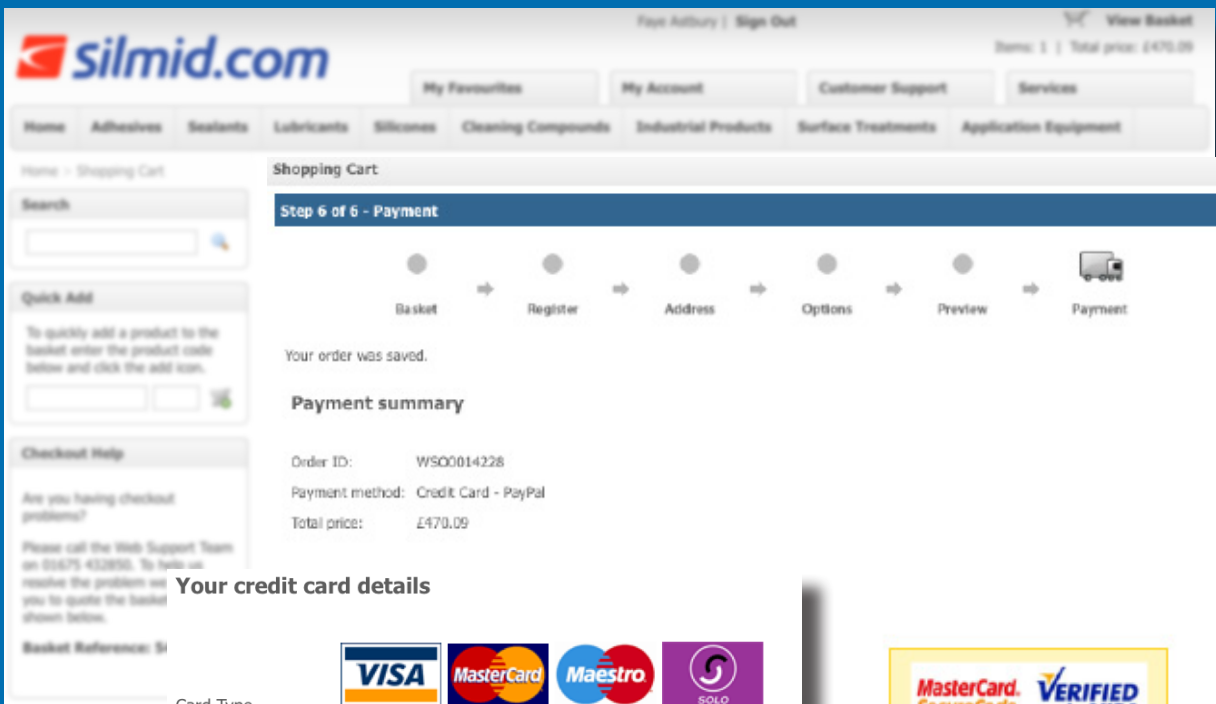
At this stage you can choose your delivery method. You will have the following options from the drop down box:- Standard Delivery for Web Orders (up to 72hours) £8.00\*, Next Working Day (Pre 5.00pm) £19.00, Next Working Day (Pre 10.30am) £32.00 or Collection from Silmid Warehouse.

\*Standard Delivery is free for orders over £50



## Step 5

Here is your opportunity to review your order and ensure all the items, addresses and prices are correct. You can provide any additional information in the **Order Note Box** provided, if for example you require a specific shelf life percentage. Where it asks you for your **Reference** you will need to enter your own personal order number and agree to our terms and conditions before confirming your order. If at this stage you notice any problems with your order, simply click on the **Back Button** at the bottom of the page.



**Your credit card details**

Card Type

Visa
  Mastercard
  Maestro
  Solo

Card Number

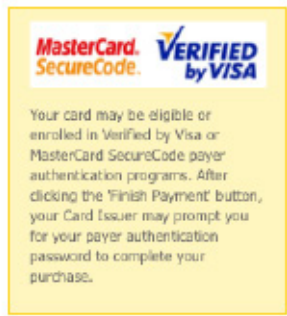
Name: Faye Astbury

Valid From

Expires End

Issue Number

Credit Card CVV



Registered Address

Address lines: 1 The Street

City: The City

County: WARWICKSHIRE

Postal code: A46 1AA

Country: Great Britain

## Step 6

This step is for those who need to pay by card. Enter your **card details**, which will need to be verified by your bank through **3d secure**. More information is available on 3d secure on the Customer Support tab. Please ensure that in the **Registered Address** section, you enter the address the card is registered to. After payment has been taken successfully you will receive a confirmation of your order via e-mail.