Brosch

Clean • Care • Protect

Need Help?

Discover Our New Website at

www.broschdirect.com

Brosch

Clean • Care • Protect

What's Inside

Contact Us	-	P.3
Live Chat	-	P.4
FAQs	-	P.5
Sample Request	-	P.6
Blog	-	P.7
News	-	P.8
Download Library	-	P.8

Why Choose Us?

- National Coverage with Free* Next Working Day Delivery
- Competitive Pricing
- Comprehensive Product Range
- Free Samples available on request
- Customisable Online Ordering Portal
- Dedicated Account Managers
- Free Product Range Reviews
- Experienced and Friendly Customer Service Team
- Expert Product Knowledge and Training Options
- Easy to Open Credit Account Facilities
- ISO9001, ISO13485, ISO4001 & ISO5001 Accredited

*Based on a minimum spend of £75.00, UK Mainland

Discover Our New Website at
www.broschdirect.com

Brosch
Clean • Care • Protect

To help you take care of the things that really matter we have improved our online help facilities, so you have that guidance and reassurance at your fingertips when you need it. All of these features can be accessed easily via links on the website footer under the 'GET IN TOUCH' section.

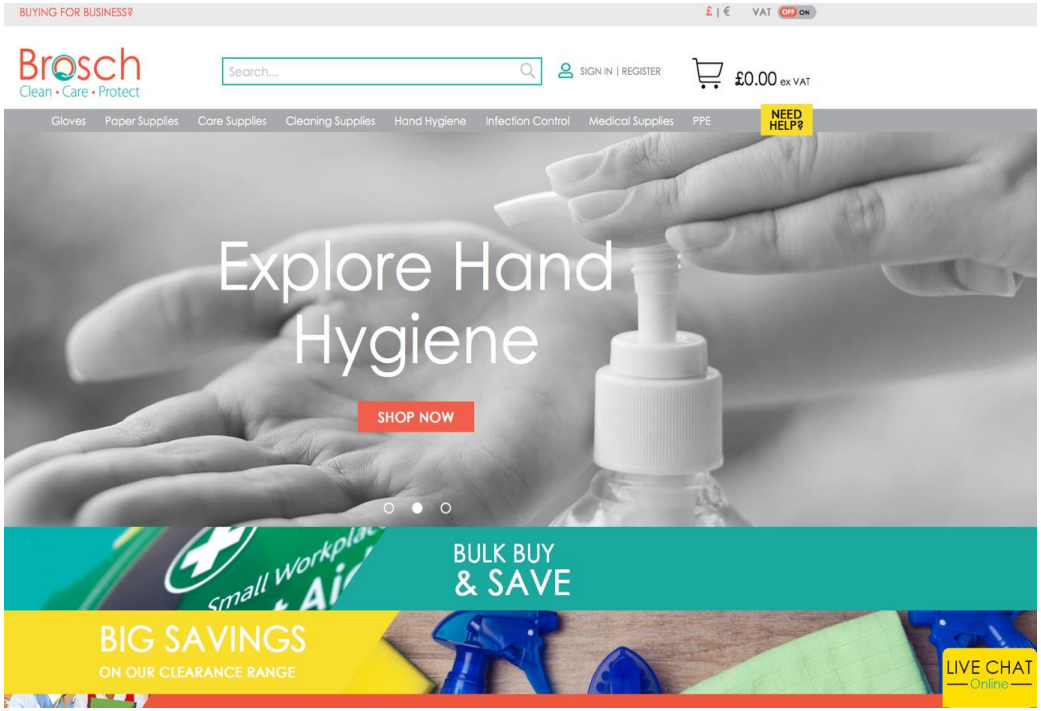
Contact Us

This is where you will find a quick and easy form that will be sent directly to a member of our account management team. Simply follow the details on the form and click 'SUBMIT' and a member of our team will respond to you within 1 working day.

Discover Our New Website at
www.broschdirect.com

Brosch
Clean • Care • Protect

Live Chat



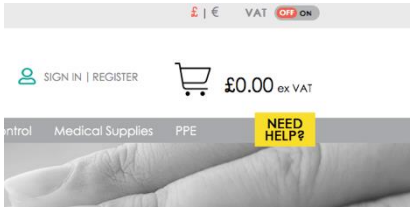
Our Live Chat option is available at the bottom right hand corner of the site. If we have agents available to speak you will see the 'LIVE CHAT ONLINE' message. Click on this yellow button and you will be asked to specify which sector you belong to. This will make sure you are connected to the right person to deal with your query.

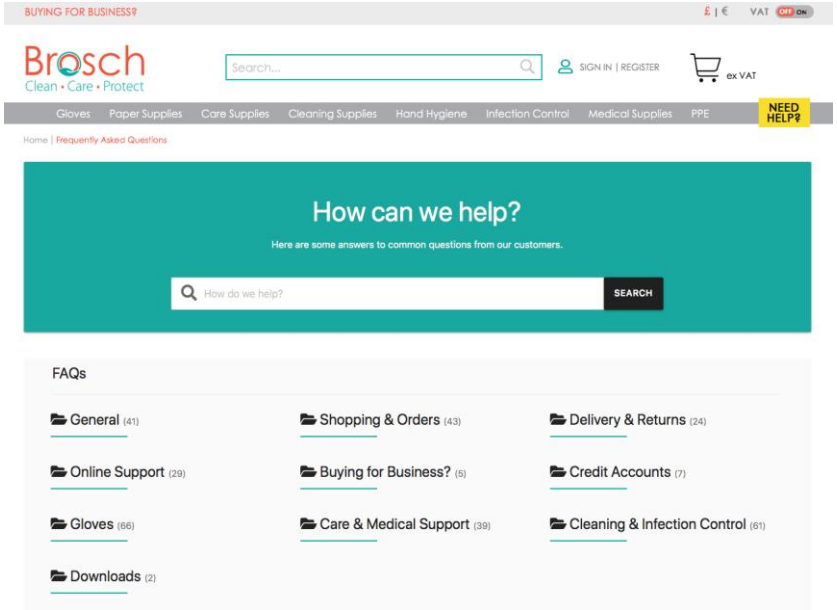
If no agent is online then there is an option to Submit a contact request form and a member of the Account Management team will respond to you within 1 working day.

Brosch
Clean • Care • Protect

FAQs

We now offer an intelligent FAQ question facility that will allow you to search for the information you require. As well as accessing this through the footer you can also find it via the yellow 'NEED HELP?' button on the navigation bar at the top of the website.





Our FAQs can now be accessed by entering a question via the search bar on the 'NEED HELP?' page or by clicking on one of the category folders and viewing the list of all questions in that folder.

To search via the search bar simply type in your questions and click 'SEARCH'. The answers and blog posts relevant to this question will then appear for you to select from and read. If your question does not have an answer featured in our library then you will be offered contact details of our Account Management Team who will be able to help you with your query.

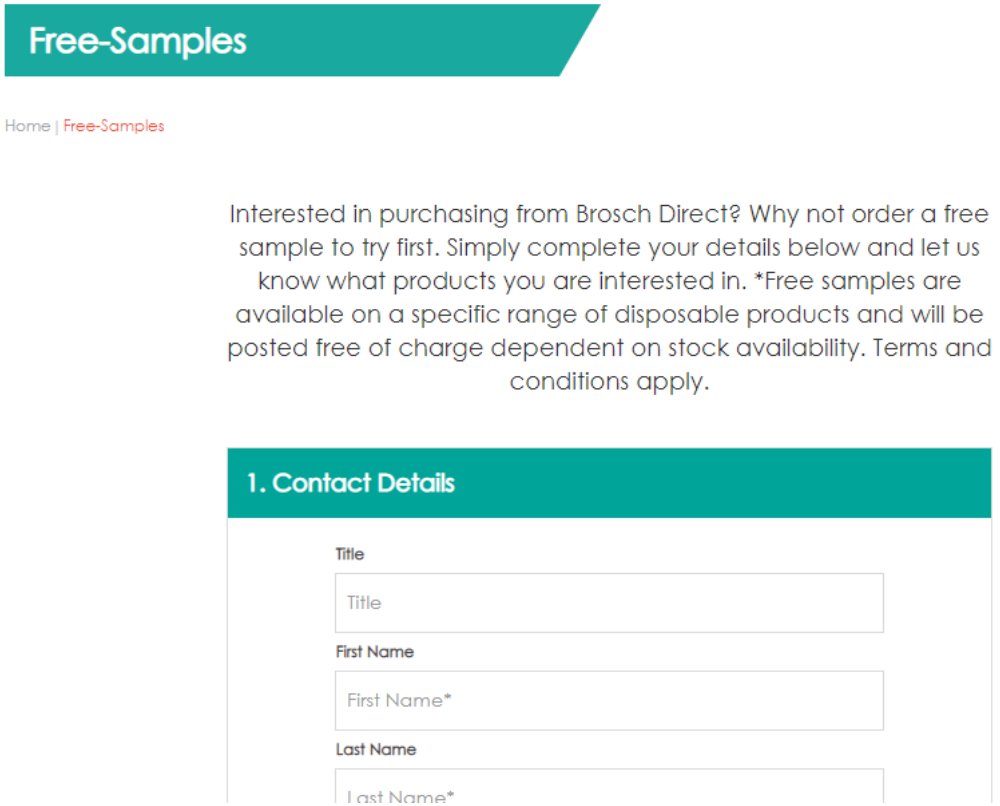
Discover Our New Website at
www.broschdirect.com

Brosch
Clean • Care • Protect

Sample Request

Free samples are available on a specific range of disposable products and will be posted free of charge dependent on stock availability.

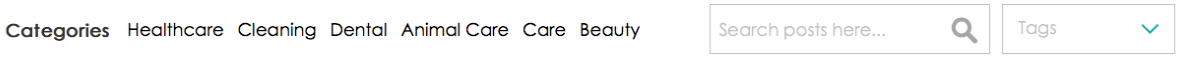
To request a sample of a product, complete the 3-stage form that you can access by clicking the 'SAMPLE REQUEST' link in the footer and click 'REQUEST MY SAMPLES'. A member of the Account Management Team will contact you within 1 working day to discuss your request.



Discover Our New Website at
www.broschdirect.com

Blog

As well as blog posts appearing in the FAQ search function, you can also access all our blogs by clicking on 'Blog' in our website footer.



Here you will be able to filter by category, search for keywords or filter by blog tag. The blog tag describes what type of post you are looking for out of Guides, Tips, Articles, Checklists, Videos, News or Interviews.

To read a post, hover over the image thumbnail and the title and a brief description of the post will appear. To view the entire post, click 'READ MORE'.

At the end of each blog post you will see social media engagement links. You can use these to share the post to your own Facebook, Twitter, LinkedIn and Google + feed.

You can access the blog via the link found on the footer of the homepage.

Discover Our New Website at
www.broschdirect.com

Brosch
Clean • Care • Protect

News

You can access the news section via the link in the footer or the 'Latest News & Information' banner on the homepage. Here is where you will find a list our most recent news articles, press releases and company statements. Simply click on the name of the article you are interested in view and a pdf will open for you to read or save.

Download Library

Also available on our website footer is the Download Library, under the 'SHOPPING WITH US' section.

The download library is where you will find all our PDFs for you to download. This section is divided into the following categories:

- Data Sheets
- Polices
- Checklists
- Product Information
- Guides
- Company Information

Simply select the file you wish to download and click the 'DOWNLOAD' button. The file will then automatically download to your PC or open in a new window for you to view and save, depending on your PC preferences.