



New Website User Guide

Brosch
Clean • Care • Protect

How to Shop with Us

Discover Our New Website at
www.broschdirect.com

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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

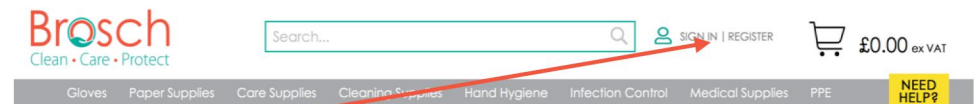
How to Register a New Account?

If you would like to register an account with us, you can do this by clicking on the 'REGISTER' button found to the right of the search bar at the top of the page.

Alternatively you can also create an account during the checkout process, either at prior to checking out or after you have completed your purchase as a guest.

To register a new account, you will be taken to the Create New Customer Account page where you will need to complete a 3-stage form consisting of name, address and contact information.

You will also be asked to create a password that must be a minimum of 8 characters in length and contain at least one uppercase letter, one lowercase letter and a number or special character. Submit and that's it, done.



Create New Customer Account

A screenshot of the '1. Personal Information' form stage. The form has a teal header with the text '1. Personal Information'. Below the header are several input fields: 'Title', 'First Name *', 'Last Name *', 'Email', 'Confirm Email Address', 'Mobile Phone', and 'Phone Number *'. A red 'NEXT' button is located at the bottom right of the form. Below the form are two grey tabs labeled '2. Account Information' and '3. Address Information'.



How to Sign In

The 'SIGN IN' button is found just to the right of the search bar at the top of the page. Once you have clicked the link you will be taken to the Customer Login page. Enter your email address and password and click 'LOG IN'.



Customer Login

REGISTERED CUSTOMERS

If you have an account, sign in with your email address.

Email *

Password *

LOGIN REGISTER

[Forgot Your Password?](#)

How Do I Reset My Password?

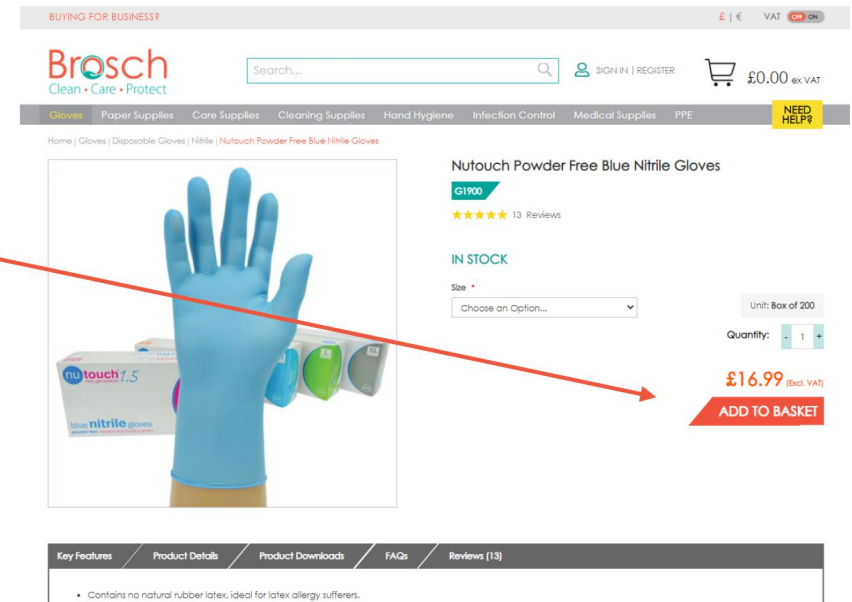
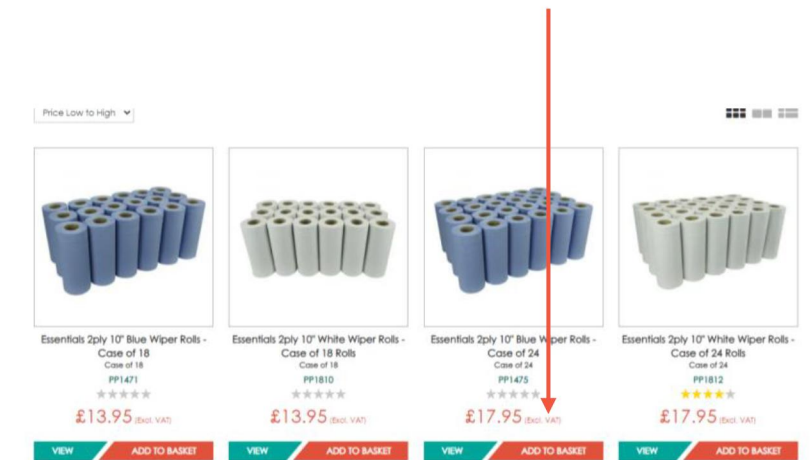
If you forget your password, you can force a password reset by clicking on the 'SIGN IN' link at the top right-hand side of the screen.

Underneath the 'LOGIN/REGISTER' button you will see the 'Forgot Your Password?' link. Follow this link, enter your registered email address and a password reset email will be sent to you. Follow the instructions on the email and click the link 'Set a New Password'. You will then be taken back to the Brosch Direct website where you will be asked to create and confirm a new password. Once complete click 'SET A NEW PASSWORD' to submit.

How to Add to Basket

There are two ways you can add products to your basket:

1. You can add products to your basket on the product page via the 'ADD TO CART' button.
2. Or alternatively, we have introduced an 'ADD TO CART' button on the category product listing page where you can easily add directly to basket at the click of a button, a pop up will appear that will allow you to make your selection and then you can add to basket.

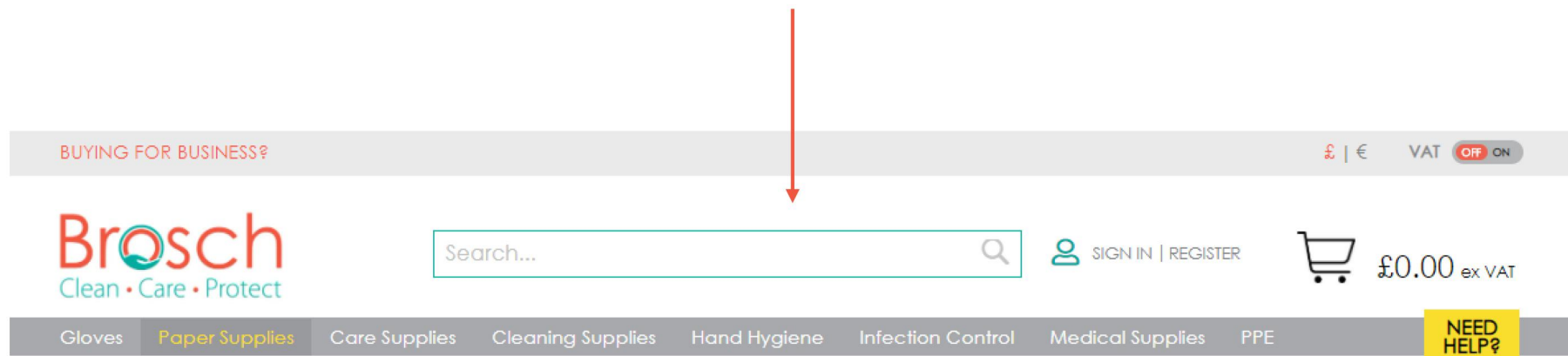




How to Search for a Product

You can search for products using the search bar located at the top of the website. Our new smart search bar allows you to search using product code, product title or keywords and will suggest products for you as you type without the need for you to click and view a page of search results, saving you time.

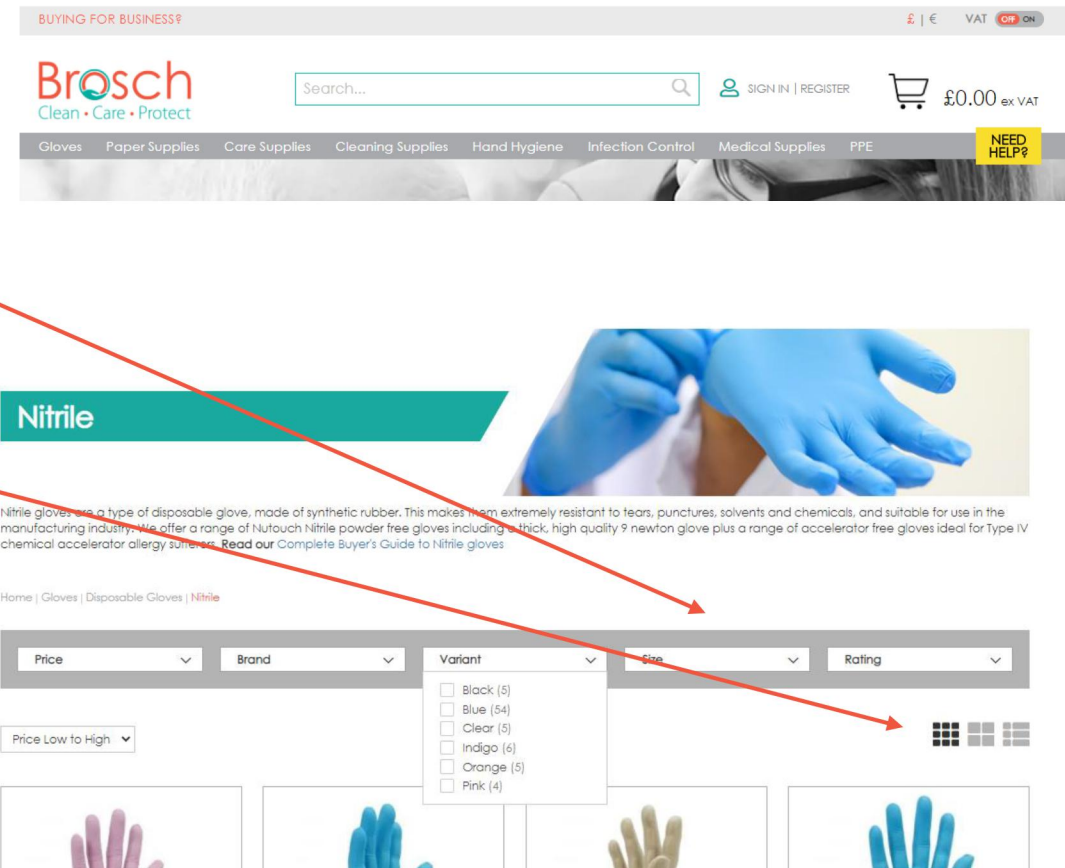
Products can also be located in their categories using the site navigation mega menu.



How to Find a Product in a Category

If you would prefer to shop by category, you can navigate to them using one of the 8 categories featured on our navigation bar at the top of the page. Simply click the category or sub-category you desire, and it will take you to the category page. Here you will be able to filter products using the new filter function we have introduced. You will find this in the grey bar located just under the category page text. You can filter by subcategory, price, colour and star rating.

We have also introduced the option to view products as a 4-product wide grid, 2-product wide grid or as a list; as well as the option to order alphabetically by product name or price low to high.



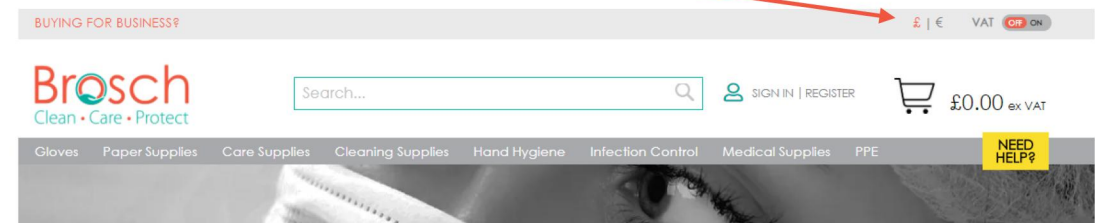


How to View Prices inc. VAT

You can now view prices with or without VAT included by the switch of a button. To turn Inc. VAT on or off simply click the option in the very top right-hand corner. Prices are displayed Ex. VAT as default.

How to Change Currency to Euro

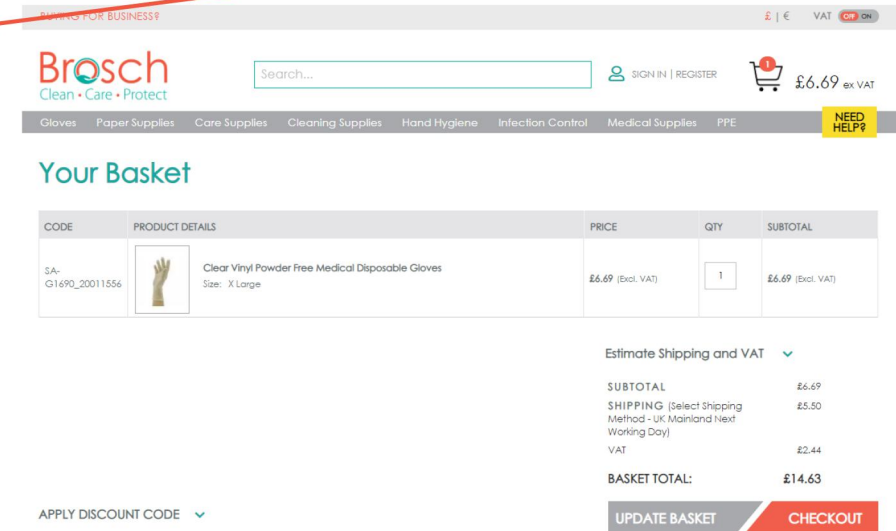
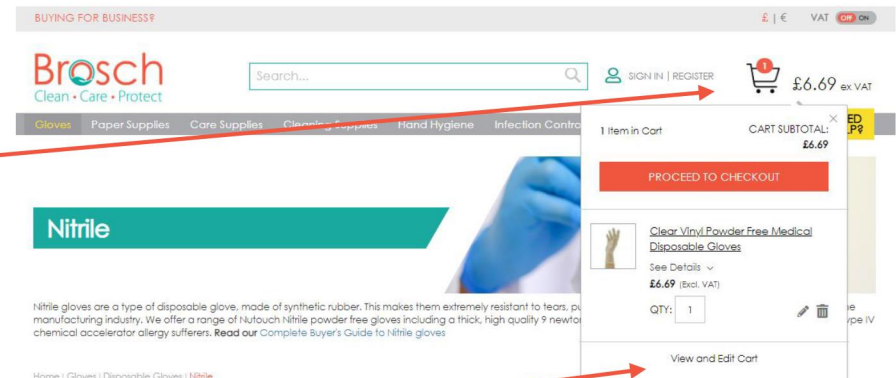
Prices can be changed from sterling to euro by selecting the correct option in the top right-hand corner. Prices are displayed in sterling as default. When you checkout, payments are taken in sterling and shown in sterling in your account and on your invoices.



How to View & Edit Shopping Basket

Your shopping basket can be viewed by clicking on the shopping cart icon at the top of the page. Next to this icon you will also find the total cost of products in your basket and a number displayed in an orange circle will tell you how many items are currently in your basket.

When you click the shopping cart icon a drop down will appear displaying your products. From here you can use this space to edit the quantity of items, remove items by clicking the rubbish bin icon and proceed to checkout. If you would like to see a more detailed breakdown of your shopping basket you can do this by clicking the 'VIEW AND EDIT CART' link at the bottom of the drop down.



How to Create & Manage Order Lists

In order to make your purchasing process quicker and easier we have added an order list facility for registered Brosch Direct account customers. Here you will be able to add the products you regularly order to a saved list that you can easily access through your 'My Account' section.

To add products to a list log into your account using the 'Sign In' link to the right of the search bar. Once logged in enter the SKU or product name of the item you wish to add to your order list in the search bar. Click on the product you require from the search results. Once you are on the product page you will see an 'Add to Order List' button beneath the 'ADD TO BASKET' button. Click this link and choose the order list to add the product to or 'Create New Order List'. If you are creating a new order list, type a name (mandatory field) and description (optional field). Once the product is added to your order list a confirmation will be shown on screen under the product name in a green strip.

Once logged in you can manage your order lists by selecting 'My Order Lists' from the drop-down menu next to the customer icon at the top of the screen. Click 'View' under the Action section of the list you want to manage. In here you can remove products from your list and easily add all items to cart by ticking the box to the left of the product image and clicking 'ADD TO CART'.

If you have already added products to your basket and opened an order list, when you click 'Add to Basket' you will be given the option to merge the contents of the order list with your basket or overwrite the contents of your basket with the order list. Select whichever option is correct for you. You can continue to add items to your basket after you have added items from your order list if you wish.

Powder Free Disposable Green Red Yellow Vinyl Gloves

SA-GD17

Be the first to review this product

IN STOCK

Size *

Choose an Option...

Variant *

Choose an Option...

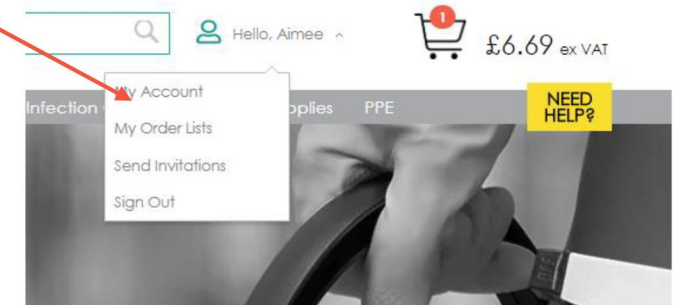
Unit: Box of 100

Quantity: - 1 +

£2.49 (Excl. VAT)

ADD TO BASKET

ADD TO ORDER LIST



How to Complete Your Order

Once happy with your order basket you will proceed to checkout using the 'CHECKOUT' button found in the shopping basket. If not already logged into your account you will be given the option to log in, register if you don't already have an account or check out as a guest.

Once logged in the checkout process is divided into two steps:

The image displays two screenshots of the Brosch website's checkout process. The top screenshot, titled 'Secure Checkout', shows a login/register section for returning and new customers, and a 'GUEST CHECKOUT' option. The bottom screenshot shows the 'Shipping Address' form, which includes fields for email, name, company, address, city, state/province, country, and phone number. A 'NEXT' button is visible at the bottom right of the form.

Step 1 – Shipping

If you haven't previously created an account, you will be asked to enter your details and shipping address. Once done, click 'NEXT' and you will move onto Step 2.

Step 2 – Payment

We now have multiple payment methods available to our customers to select from at this stage:

- Pay on Credit Account – For those with a credit account, there is an option to pay using this. Ts & Cs apply when using our credit account facility.
- Pay on Credit/Debit Card – This is the option to select if you are paying by credit or debit card. If you select this option, you will be presented with the card payment gateway where you will need to enter your card details. You will have the option to store your details for future use. Your card details are held by the payment gateway and are not stored on our website.
- PayPal – This option will take you to log in to your PayPal account to complete the payment.

At this stage you also have the option to apply any discount codes you may have to your order and tick to declare if you are tax exempt on certain government selected products. Please see “What is Tax Exemption?” for information regarding this.

Brosch
Clean • Care • Protect

Hello, Aimee

1 Shipping 2 Review & Payments

Payment Method

☐ Pay on Credit Account

☐ Credit/Debit Card

☐ PayPal Express Checkout [What is PayPal?](#)

Apply Discount Code ▾

Apply Discount Code ▴

Enter discount code

APPLY DISCOUNT

What is Tax Exemption?

Tax exemption or reduced rate tax is available on some government selected products if you are a registered charity or registered disabled. In order to benefit from tax exemption on our website you must be a Brosch account holder.

In the admin section of your online account under Account information is some information about Tax Exemption and where you can upload your tax exemption certificate. When you upload your certificate, our administrators will review your exemption status and if it satisfies the criteria, will mark your account as Tax Exempt (for relevant products). If your certificate is not accepted, you will be notified by email and will be charged Tax at the standard rate on any purchases. Please note that tax exemption will only apply to those government selected items.

Edit Account Information

Account Information

Title

First Name *

Last Name *

Shipping Restriction

What is Tax Exemption?

Tax Exempt Certificate

Choose File no file selected

☐ Change Email ☐ Change Password

SAVE

Delete Account

Your account will be permanently deleted. Once you delete your account, there is no going back. Please be certain.

Delete your account



How to Manage Your Account Online?

You can manage your own account options, order and returns by clicking on the 'My Account' option found in the dropdown next to customer icon once signed in.

The added benefits of managing your account online include the ability to store order lists, store payment cards and delivery addresses, reorder past orders quickly and easily and submit returns. You can also amend your contact and address details.

If you have a credit account for the first time you can now view your **current credit limit** AND your **available credit** on your account in real time. *Please note that timely payments will need to be made to ensure you always have enough available credit to shop.*

How Do I Return an Item?

There are three ways you can return an item using the new Brosch Direct Website and they differ based on how the order was placed.

If you are an account holder and the order was placed online you can process your return by going into the 'My Account' section and clicking on the 'My Orders' option from the menu on the left hand side of the screen. Select the order you wish to return and click 'View Order'. At the top of the order page, above the tabs you will find a 'Return' button. Select that and follow the instructions on the form. To return more than one item click 'ADD ITEM TO RETURN' and complete the new form. Once all details have been inputted click 'SUBMIT'. Once your form has been submitted a member of our Brosch Direct customer services team will then contact you to complete the return.

If you wish to return an item purchased via email or phone or are an online guest user, then you can do so via the website by completing either the online or downloadable returns form. These can be found in the Return Order option in the footer of the website. Please provide as much detail as possible. If using the online form, when complete click 'Submit'. If downloading please complete the form and email back to sales@broschdirect.com. Someone from the team will contact you to help complete your return.



The screenshot shows the 'Returns' form on the Brosch Direct website. The form is titled 'Returns' and has a breadcrumb trail 'Home | Returns'. It includes a paragraph of instructions: 'Please use the following form if you wish to return all or part of your order. This form is for those customers who have placed an online order using the guest checkout option and do not have an account online. For customers who do have an account online please use the returns option within your account. For full details on our returns policy please click here.' The form is divided into three sections: '1. Order Information' (with fields for Order Number, Name, Company Name, and Email), '2. Return Items Information', and '3. Additional Information'. A red 'NEXT' button is located at the bottom right of the first section.

To download a manual version of the returns form for you to complete please click [here](#) and email the completed form to sales@broschdirect.com.



What is a Business + Account?

Buying For Business?

Business⁺

If you are a business customer, you can speak to an account manager and apply for a Business Plus account.

A Business Plus account will allow you access to tiered pricing, bespoke product catalogue, online personalised shopping portal for you and other members of your team your team and a dedicated account manager. Please see our Business Plus page for more information about this feature.

Acceptance for a Business Plus account will be subject to your account meeting the minimum requirements. Please contact the Account Management team on 01733 230 230 for more information.