



# Emergency Call Out Service

## **Kooltech's branches are open:**

**8.30am – 5.00pm Mon – Fri, 9.00am – 12.00pm on Saturdays**

Standard call out charge per call out (collected from branch) £50 +VAT

Emergency deliveries POA.

In the event of EMERGENCY requirements outside our normal trading hours please note the following procedure.

- 1. Dial the Kooltech Emergency Call Out Number relevant to you as listed below.**
- 2. Give the following information to the answer machine or to the Kooltech staff member on duty:**
  - Your full name
  - Your company name and address
  - The telephone number where we can contact you
- 3. You will either be informed or telephoned back to confirm:**
  - We are responding to your request
  - The details of the requirements
  - The time the goods will be available for collection
  - The Kooltech branch where the goods can be collected
  - If a delivery is required to site this should be agreed at this time
  - Charges which apply
- 4. If there is no response to your initial call within 30 minutes please redial the Emergency Call Out Number.**

## **Emergency Call Out Contact Numbers**

Aberdeen  
Glasgow  
Gateshead

07850 045711  
07795 650639  
07770 852116

Manchester  
Birmingham  
Heathrow

07795 650640  
07795 650641  
07778 667734

Crayford  
Fareham

07818 403305  
07795 650642