

# **Pressed For Time Ironing Service**



*Saving you time and money!*



**Newsletter—Winter 2010**

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## **Help Us To Help You**

### *How To Get The Best Out Of Your Ironing*

#### **Hints and Tips**

- Please ensure that all of your garments are the correct way out (i.e. not inside out) and that shirts, etc. are unbuttoned before reaching us. This saves us valuable time and helps us to get your ironing back to you more quickly.
- Remember: the way you dry and store your garments will have a huge effect on the quality of ironing that we are able to achieve. Tumble dried items or items left screwed up in a ball will be much harder to iron to a high standard than items that are hung soon after washing and stored differently.
- We do not often carry a lot of change when delivering your items back to you so the correct money is always appreciated. If you are unsure of the cost of your load, please contact us before your delivery time to confirm this.

**Thank you for your help!**

## **Help Us To Help You**

### ***Presentation Of Your Ironing***

#### **Plastic Covers**

After carefully considering our customers responses to the plastic covers issue, we have decided to withdraw this service after our current supply has been exhausted.

In future, all hanging items will be returned to you uncovered which will help to keep our costs down and avoid any charges being passed onto customers. As always, you can be assured that any ironing being transported will be done so cleanly and safely.

Folded items will either be returned to you unwrapped or, if you have provided a bin bag or other type of bag with your ironing, we will attempt to cover items with these.

We hope that customers will still be happy with the presentation of their ironing and that the removal of the plastic covers will have some bearing on helping to reduce the amount of packaging thrown away every day.



### **No Price Increase** **In January 2011!**

As you will be aware, from 4th January 2011 VAT will rise from 17.5% to 20%. Pressed For Time Ironing Service is pleased to announce that our prices will not be affected by this increase.

## **Our Current Price List**

Price per item of clothing (adult)	£1.00 per item
Price per item of clothing (baby/child)	£0.50 per item
Towels (bath/hand/tea)	£0.50 per item
Tablecloths	£1.50 per item
Pillow cases	£0.50 per item
Single sheets/duvet covers	£1.50 per item
Double sheets/duvet covers	£2.00 per item
King size sheets/duvet covers	£2.50 per item
Super King/Queen size sheets/duvet covers	£3.00 per item

All prices are subject to change without prior notice. Please check our website [www.pressedfortimeironing.com](http://www.pressedfortimeironing.com) regularly for details of all price changes.

## **Help Us To Help You**

### ***Parking At Customers' Houses***



Pressed For Time is proud to be one of the few ironing services in Oxfordshire that offers free collection and delivery to all customers.

We would like to continue this service and ask for your help in making sure that this is possible.

We do not wish to cause any disruption to you, your neighbours or other road users when we park at your house and would ask therefore that if you have any known issues with parking, you make this clear to us at the time of ordering your collection or delivery. If you can advise us of the best place to park in order to minimise disruption we would appreciate this.

Having your items ready at the time of collection and being ready to receive your items and pay at the time of delivery will help greatly in speeding up our service and ensuring that we are not causing any unnecessary obstruction to neighbours or other road users.

If we are unable to park safely at your residence we may need to charge an extra fee for a second driver to remain with the vehicle when collecting and delivering at your address to ensure that we are able to move quickly if causing an obstruction. If we feel that this is necessary we will give you adequate notice of this before any fees are implemented.

**Thank you for your understanding  
and assistance in this matter.**

## **Newsletter Publication Dates**

We hope that all customers enjoy receiving the Pressed For Time newsletter and that it contains information which is both useful and relevant to you.

We would like to continue publishing these newsletters regularly throughout the year and decided to include a table of publication dates for your information.

One of the main reasons for having a regular newsletter is to circulate important information (such as holiday closures or changes to our pricing structure or services offered) to a large number of customers at once.

From 2011 the publishing dates will be as follows:

Winter edition	Published on <b>15th December</b> Please expect delivery 1-3 days later
Spring edition	Published on <b>15th March</b> Please expect delivery 1-3 days later
Summer edition	Published on <b>15th June</b> Please expect delivery 1-3 days later
Autumn edition	Published on <b>15th September</b> Please expect delivery 1-3 days later

If at any point you would prefer not to receive the newsletter, please email us at [enquiries@pressedfortimeironing.com](mailto:enquiries@pressedfortimeironing.com) to opt out and we will remove you from our mailing list.

## **Winter Collections And Deliveries**



While we hope that the weather this winter will not be as bad as it was last year, there is always the possibility of some snow and ice at this time of year.

During that period, some roads in and around Wheatley became inaccessible due to severe snow and ice and our road in particular was impassable for quite some time.

We would ask customers to be aware that if we experience similar weather this year, our collections and deliveries may be temporarily suspended until the situation improves as only certain routes may be driveable.

We hope that this situation will not occur and that the winter will be milder this year, but would like to thank all of our customers in advance for their understanding should it be necessary to temporarily suspend some or all of our services.

Our phone and email systems will be operational throughout any periods of adverse weather and our telephone voicemail message will be updated regularly with our service status. If you have any questions regarding a collection or delivery, please do not hesitate to contact us.







## Loyalty Discounts



Pressed for Time Ironing Service currently offer two loyalty discounts:

- **For every 10 loads, get one load ironed for free**
- **Refer a friend and get 10% off your next order**

After reviewing the situation over the last year of business we have come to the decision that in order to retain our current prices, we need to cease one or more of our loyalty discounts. We have decided to remove the following discount:

- **For every 10 loads, get one load ironed for free**

and to retain the discount below:

- **Refer a friend and get 10% off your next order**

Loyalty cards currently in circulation will be honoured, however no more loyalty cards will be issued after 1st January 2011.

For example, if you currently have a partially stamped loyalty card and are due to obtain your free 11th load after 1st January 2011, you will still receive this 11th load ironed for free. You will, however, not be issued another loyalty card after the current one has expired. New customers after 1st January 2011 will not be receiving loyalty cards.

To be eligible for the '**Refer A Friend**' discount, the new customer must give your name at the time of booking their first collection. Your 10% discount will be applied to the next load of ironing that you arrange to have collected. This discount can be used multiple times if you refer multiple friends!

## **Gift Vouchers**

### *For The Person Who Has Everything...*

From 1st December 2010, Pressed For Time Ironing Service are introducing a new range of gift vouchers that are available for you to purchase and give to friends and family.

Do you struggle with gift ideas for that one person who has everything already? Do you know someone who would love the gift of free time? Why not pay for them to have their ironing done for free?

Gift vouchers are available in the following denominations:

**£10.00    £15.00    £20.00    £25.00    £30.00    £35.00**  
**£40.00    £45.00    £50.00**

The gift vouchers can either be delivered to you for you to give to the recipient personally or we can send them directly to the recipient for you with a message of your choice.

Vouchers are available to buy all year round and are of a generic design to make them suitable for any occasion, any gender, and any age.

For more information, please do not hesitate to contact us.



## **Gift Vouchers**

*...Give The Gift Of Free Time!*

### **Gift Vouchers Terms and Conditions**

- Vouchers are only available for use in the following postcode areas: **OX1, OX2, OX3, OX4, OX5, OX9, OX33, OX44**.
- Vouchers are non-transferable and can only be used once. They will be voided and retained once used.
- Vouchers can be used as part payment for an order, although change is not given. For example, a £10.00 voucher can be used in part payment for an order costing £12.00. However if a £15.00 voucher is used for an order costing £12.00, no change will be given.
- Vouchers are valid for three months from the date of purchase.
- Vouchers include free collection and delivery of ironing in the postcode areas listed above.
- No cash alternative will be given for these vouchers.

To order your vouchers  
email [vouchers@pressedfortimeironing.com](mailto:vouchers@pressedfortimeironing.com)  
or call **07017 455444** with details of the vouchers  
required and delivery details if applicable.

Please allow 7 days from the time of ordering for  
printing and delivery.

## **A Knot In Your Handkerchief**

### *Helpful Reminders*

- If you require your items to be hung, you will need to include the correct number of hangers with your ironing as we do not supply any of our own.
- If you will be unavailable at the pre-arranged collection or delivery time, please could we ask that you give us as much notice as possible. Charges may be incurred if we have not been informed and arrive to find that nobody is available.
- We are unable to accept cheques as a method of payment for amounts under £50.00. When paying by cash it is helpful to have the correct amount to hand as we do not carry large amounts of change.
- Please have your ironing ready at the pre-arranged collection time as delays could cause problems if parking is limited outside your property. It will also mean less time outside for us if the weather is particularly cold!
- If you have any special requirements for certain garments please group these together and label them before collection. We often collect more than one customers' ironing at a time and verbal instructions may be difficult to recall for each customer.



We hope to keep 'A Knot In Your Handkerchief' as a regular feature of the newsletter to help remind regular customers of our key practices and to act as a helpful introduction to new customers.

We hope that you find this section useful.

**A BIG**  
 **Thank You!** 

All of us at Pressed For Time Ironing Service would like to take this opportunity to thank all of our customers, old and new, for their continued custom throughout 2010.

We hope that our service has proved useful to you and your family and that you will continue to use our services over the coming years as we seek to grow and move in new directions.

We are always keen to welcome new customers and with each copy of this edition of the newsletter we have included five business cards. We would be very grateful if you could distribute these amongst your friends, family, neighbours and work colleagues. Of course you may want to keep one for yourself so that you always have our contact details at hand!

If you would like any more business cards, either for distributing or keeping yourself, please let us know and we can deliver some with your next load of ironing.

If you have any suggestions or comments about any aspect of our service, please do get in touch as we are always pleased to hear customer feedback. The best way to get in touch with comments or suggestions is via email at:

[enquiries@pressedfortimeironing.com](mailto:enquiries@pressedfortimeironing.com)

Please include your name and contact details if you would like us to personally respond to your email.

## Christmas and New Year Opening Hours

Please keep this newsletter for reference for our Christmas and New Year 2010/11 opening hours.

Monday 20th December to Thursday 23rd December 2010 inclusive	Normal opening hours of 08:00—20:00
Friday 24th December 2010 (Christmas Eve)	08:00—12:00 midday
Saturday 25th December 2010 (Christmas Day)	<b>CLOSED</b>
Sunday 26th December 2010 (Boxing Day)	<b>CLOSED</b>
Monday 27th December 2010	08:00—20:00
Tuesday 28th December 2010	08:00—20:00
Wednesday 29th December 2010	08:00—20:00
Thursday 30th December 2010	08:00—20:00
Friday 31st December 2010 (New Year's Eve)	08:00—12:00
Saturday 1st January 2011 New Year's Day	<b>CLOSED</b>
Sunday 2nd January 2011	08:00—20:00
Monday 3rd January 2011 onwards	08:00—20:00

## 2011 Holiday Closures

Friday 21st January to Monday 24th January inclusive	<b>CLOSED</b>
Thursday 27th January to Saturday 29th January inclusive	<b>CLOSED</b>

We endeavour to give customers as much notice as possible of any planned closures.

Any further closures will be communicated in other editions of our newsletter and via our website.

We hope that our closures do not cause too much inconvenience for our valued customers.

# Spreading the word...



We hope that all of our customers, old and new, are satisfied with the standard of service that they have received so far this year.

Please remember, if you are **not** happy with our service, tell us. If you **are** happy with our service, tell everyone!

## **How to contact us**

Our normal opening hours are 8am to 8pm Monday to Sunday.

If we are unable to take your call during these hours or if you call us outside of these times, you can leave us a message. Please don't forget to leave your name, address and contact telephone number in your message so that we can get back to you as quickly as possible.

Alternatively, you can contact us by email if you prefer. We aim to reply to all emails received between 8am and 8pm on the same day.

**PLEASE NOTE:** Occasional technical problems may mean that emails are not always received straight away. If you have not had a reply to your email within 2 days, please do follow it up with a telephone call.

**Telephone: 07017 455444**

**Email: [enquiries@pressedfortimeironing.com](mailto:enquiries@pressedfortimeironing.com)**

To keep up to date with all of our latest news, price changes and service announcements, please bookmark our website and remember to visit regularly.

If there is anything that we need to announce between newsletters we will post it on our website, as contacting all of our customers individually is not always possible.

Our up-to-date price list is always available on our website and changes to our prices will be announced there first.

**Website: [www.pressedfortimeironing.com](http://www.pressedfortimeironing.com)**