

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

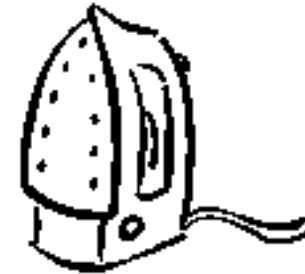
To keep up to date with all of our latest news, price changes and service announcements, please bookmark our website and remember to visit regularly.

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

Pressed For Time Ironing Service



Saving you time and money!



Newsletter—Summer 2011

In this edition...

Page 3	General Information: Booking Your Ironing Collection or Delivery
Page 4	Our Current Price List
Page 5	Newsletter Publication Dates
Page 6	Loyalty Discounts
Page 7	A Knot In Your Handkerchief: Helpful Reminders
Pages 8 & 9	Gift Vouchers
Page 10	A Big Thank You
Page 11.....	Holiday Closures
Page 12	How To Contact Us

2011 Holiday Closures

Friday 15th—Saturday 16th July inclusive	CLOSED
Friday 5th—Monday 8th August inclusive	CLOSED
Saturday 24th September— Sunday 2nd October inclusive	CLOSED
Tuesday 25th October	CLOSED

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.

Please note that we have an ongoing contract with a wedding linen company for whom we iron chair covers. The summer period is their (and therefore our) busiest period.

We currently receive the covers each Wednesday and deliver them back each Friday so for these three days, we can be extremely busy.

Please bear with us if we are unable to collect or deliver your ironing during these days. We will try to keep our levels of service as high as usual throughout this period but may occasionally need to offer a reduced service from Wednesday to Friday.

Our availability from Saturday to Tuesday remains unaffected.



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 2011.

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

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

General Information

Booking Your Ironing Collection or Delivery

Our contact details are always listed on the back page of the newsletters.

In order to make sure that we are available to collect or deliver at the time you want, it is best to contact us via telephone and speak to one of us in person. However, if you would prefer to email us, please do so. We aim to reply to all emails received between 8am and 8pm on the same day, however 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.

Some customers prefer to text us regarding a collection or delivery. Please note, our text message number is **not** the same as our voice calls number.

Please make a note of the following mobile phone numbers:

Voice Calls: 07017 455444

Texts: 07512 086496

Again, we cannot guarantee that we will receive all text messages sent to us so if you have not had a reply to your text within 2 days, please do follow it up with a telephone call.

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 regularly for details of all price changes.

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
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.

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.



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 15th December Please expect delivery 1-3 days later
Spring edition	Published on 15th March Please expect delivery 1-3 days later
Summer edition	Published on 15th June Please expect delivery 1-3 days later
Autumn edition	Published on 15th September 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 to opt out and we will remove you from our mailing list. We **NEVER** sell or pass on any of our customers' personal information.



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.

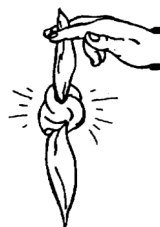
For example, if you currently have a partially stamped loyalty card and are due to obtain your free 11th load after 1st January 2011, you will still receive this 11th load ironed for free. You will, however, not be issued another loyalty card after the current one has expired. New customers after 1st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

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.