

## **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)**

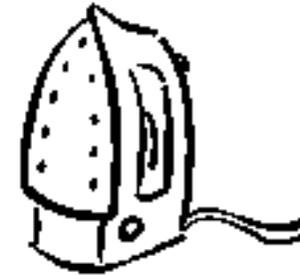
To keep up to date with all of our latest news, price changes and service announcements, please bookmark our website and remember to visit regularly.

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)**

# **Pressed For Time Ironing Service**



*Saving you time and money!*



**Newsletter—Autumn 2011**

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## 2011 Holiday Closures

Saturday 17th September	<b>CLOSED</b>
Saturday 24th September— Sunday 2nd October inclusive	<b>CLOSED</b>
Wednesday 19th October	<b>CLOSED</b>
Tuesday 25th October	<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.



Details of our Christmas opening hours  
will be communicated in our Winter  
newsletter, due to be sent out on 15th  
December.



**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 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](mailto: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](http://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](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.

## 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 <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. We **NEVER** sell or pass on any of our customers' personal information.

## New Website Coming Soon



Over the coming months we are redeveloping the Pressed For Time website.

We hope to make the new-look website a lot more user friendly and full of useful information to our customers.

We will include standard information such as our current price list, areas that we cover and the services we offer. In addition to this, we hope to include downloadable .PDF copies of our newsletters and an availability calendar using Google Calendars.

By using Google Calendars we will be able to update our availability in real time so that customers can check this before booking a collection.

We will also be using the website to communicate changes to our closure dates and price list so please bookmark [www.pressedfortimeironing.com](http://www.pressedfortimeironing.com) and check back regularly to keep up to date with our news.

When the new website is up and running we will inform all customers using the printed newsletter. We hope that you will find our website useful.

If there is anything in particular that you would like to see on it, why not send us an email and let us know? We welcome suggestions from all of our customers.

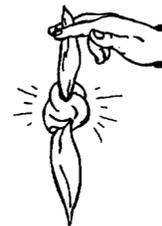
For those of you who use Twitter, you will soon be able to follow Pressed For Time Ironing. Details to follow soon!



## 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 or wet!
- 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.