Quooker®

Welcome Pack



Dear Dealer,

Thank you for being part of the Quooker team!
Here you will find all the information you need for ordering, servicing and selling Quookers.

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Orders

To place an order, send an email to orders@quooker.co.uk listing the tap, tank and any accessories you need, and the codes for each. The codes can be found on your price list.

Your order will then be shipped on a 3-5 day tracked service as standard, and you will receive an invoice once the goods have been delivered. This invoice will include a link to our online payment portal, Payt, through which payment can be made. It will also detail our bank details to pay by BACs.

If you would prefer to pay over the phone, please call our office on 0207 923 3355 (option 1), and payment can be taken.

Delivery

Once the order has been processed, the goods will be shipped on a 3-5 day tracked service with DPD.

If you require goods to be delivered to an alternative address, please state this in your initial email to our orders team. Direct deliveries will incur a £35 ex VAT charge. Express shipping can be added to your order for £35 ex. VAT. This means goods will be delivered within 24 hours if the order is placed before 2pm.

Installation

If you wish to have one of our engineers install the Quooker for your customer, please state this along with the address for install and a contact number in your initial order email. The lead time for installation is generally around 2-3 weeks, so please ensure the order is placed at least 3 weeks prior to the installation date required.

You will also need to state in your order email whether the goods are to be delivered directly to site, or your showroom/warehouse. If there is no delivery address specified, we will send the goods to your usual delivery address and the goods will arrive 2 weeks before install. It would then be your responsibility to ensure the stock is on site for the installation date. If a date is not specified for install in the order email, we will send the stock and invoice as soon as the order has been received. Installation can then be arranged retrospectively.

Please find installation prices below:

	GBP ex VAT	GBP incl VAT
Installation prices		
Installation of PRO3/PRO7 system	160.00	192.00
Installation of Combi system	195.00	234.00
Installation of accessoiries only (no Quooker system)	125.00	150.00
Accessory installation surcharges if fitted with Quooker system		
CUBE	80.00	96.00
Cold Water Filter	40.00	48.00
Scale Control Plus	40.00	48.00
Soap dispenser	40.00	48.00
Dip tray	40.00	48.00
Brackets	0.00	0.00
Service callout prices (excluding parts)		
Service callout PRO3, PRO7, Combi	125.00	150.00
Service callout PRO11	195.83	235.00
Any additional system serviced at same time	83.33	100.00
Missed visit charge (for service or installation)	80.00	96.00

Key Contacts

Orders Team
orders@quooker.co.uk
0207 923 3355 (option 1)

Please contact our orders team if you:
- Have a query about an order you have already placed
- Need to update your contact details or address

Sales Team
enquiries@quooker.co.uk
0207 923 3355 (option 2)

Contact our sales team to:
- Ask any general product questions
- Order more POS

Service and Technical Team
service@quooker.co.uk
0207 923 3355 (option 3)

Please contact our service and technical team if you:
- Would like to book a service for your or a customer's Quooker
- Have an installation or technical query
- Need to order additional filters, cartridges or cleaning kits
- Have an issue with any Quookers either in your showroom or at a client's home

Installations Team
installations@quooker.co.uk
0127 781 2113

Please email our installations team with any queries regarding installation appointments.

Training

To book a training session virtually or with our training manager, or to discuss ordering new displays and dummy taps please contact your account manager.

Price Lists

For all pricing, please refer to our Google drive where you will find complete RRP pricing. Here you will also find the product codes needed to place an order.



Click on Google logo

Product Information

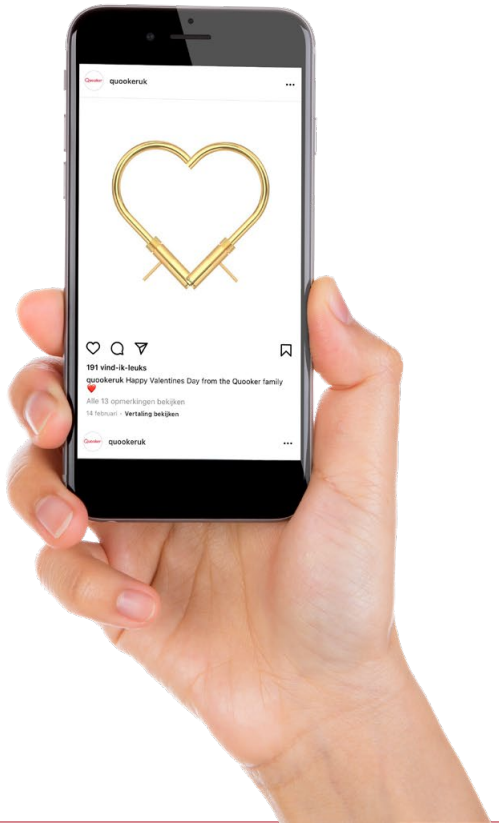
All product information, brochures, installation guides, images and other marketing material can be found on the Google drive.



Click on Google logo

Social media

We love to see what our Quooker dealers are getting up to, so please like or follow us and be sure to tag us in all your Quooker posts!



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