

Ordering With Workstation Specialists

1. Submit your initial enquiry

- Email sales@wksmail.com with your hardware requirements, contact details and delivery details.
- Via the online web enquiry forms at <http://www.workstationspecialist.com/>
- Call the WS sales team on +44 (0) 1332 545802

2. Receive an official quotation

- By email from a member of the WS team in PDF format
- Unique quotation reference in following letter/number format: WS01234-A

3. Request revisions to quotation, if needed

- By email direct to the member of the WS sales team or call +44 (0) 1332 545802.
- A new quotation will be raised and sent by email.

4. Place an order

- Issue a purchase order by email to orders@wksmail.com or fax +44 (0) 1332 288811
- PO must state:
 - quotation reference,
 - invoice address (including VAT number, if applicable) and contact details,
 - delivery address and contact details (if different),
 - any special requirements.

5. Receive a pro-forma invoice

- Received from accounts@wksmail.com
- Accepted payment methods and bank details outlined in the pro-forma invoice.

6. Order is built and tested

- Expected build lead times are detailed in the quotation.
- Order updates can be requested from orders@wksmail.com stating quotation reference or pro-forma invoice number.

7. Settle full payment

- Required before dispatch of an order.
- Accepted payment methods are detailed in the pro-forma invoice.
- Remittances can be emailed to accounts@wksmail.com

8. Order is dispatched

- Sent via tracked courier service.
- Dispatch notification and tracking details emailed to contact(s) provided.

9. After sales support

- Contact by email support@wksmail.com or by calling +44 (0)1332 545802
- For aftersales/service and technical support queries