

FAQs

What do I do if I've forgotten my username and password?

Click on the "Forgotten Password" button at the top of the web catalogue screen, or click "Forgotten Password?" in the Catalogue Login box at www.griffineducation.co.uk Enter your email address and click send. Your username and password will be emailed to this email address within one working day.

I don't have a Griffin account number. Can I still place an order on your website?

No. However you can still access information such as catalogue prices, live stock availability, technical information, certificates of analysis, MSDS and much more.

I want to set up an account with Griffin. What do I do?

Please contact Customer Service on **01509 233344** who will set up your account. Please note that we do not sell chemicals to private individuals.

When I place an order through the Griffin website, how does my order get shipped to the correct location?

The information provided in your Griffin account profile determines your shipping location.

Are there additional shipping or handling charges assessed when placing orders through the Griffin website?

No. All orders are subject to the terms and conditions of your agreement with Griffin Education.

Can I order any item through the Griffin Education website?

If you have a valid Griffin account, any item you have ordered previously may be submitted through the Griffin website. However, a very small number of items are restricted. If you have any questions, our Customer Service Representative can help – call **01509 233344**.

How up-to-date is the information on the web catalogue?

All stock availability is real time and shows the actual number available in the warehouse. Special contract prices are updated every night and products are updated weekly.

Is there a number I can call for help?

For queries on an order, call **01509 233344** for our Customer Service team

For technical or functionality problems contact our web helpline on **01509 555163**

The web catalogue has been updated with a fresh new look and feel.

It has been redesigned to improve your online shopping experience with us.



Enjoy a fast, intuitive new interface with structured tab navigation, making it even easier to find what you are really looking for.

Register today with Insight2 and gain all these benefits plus much more.....

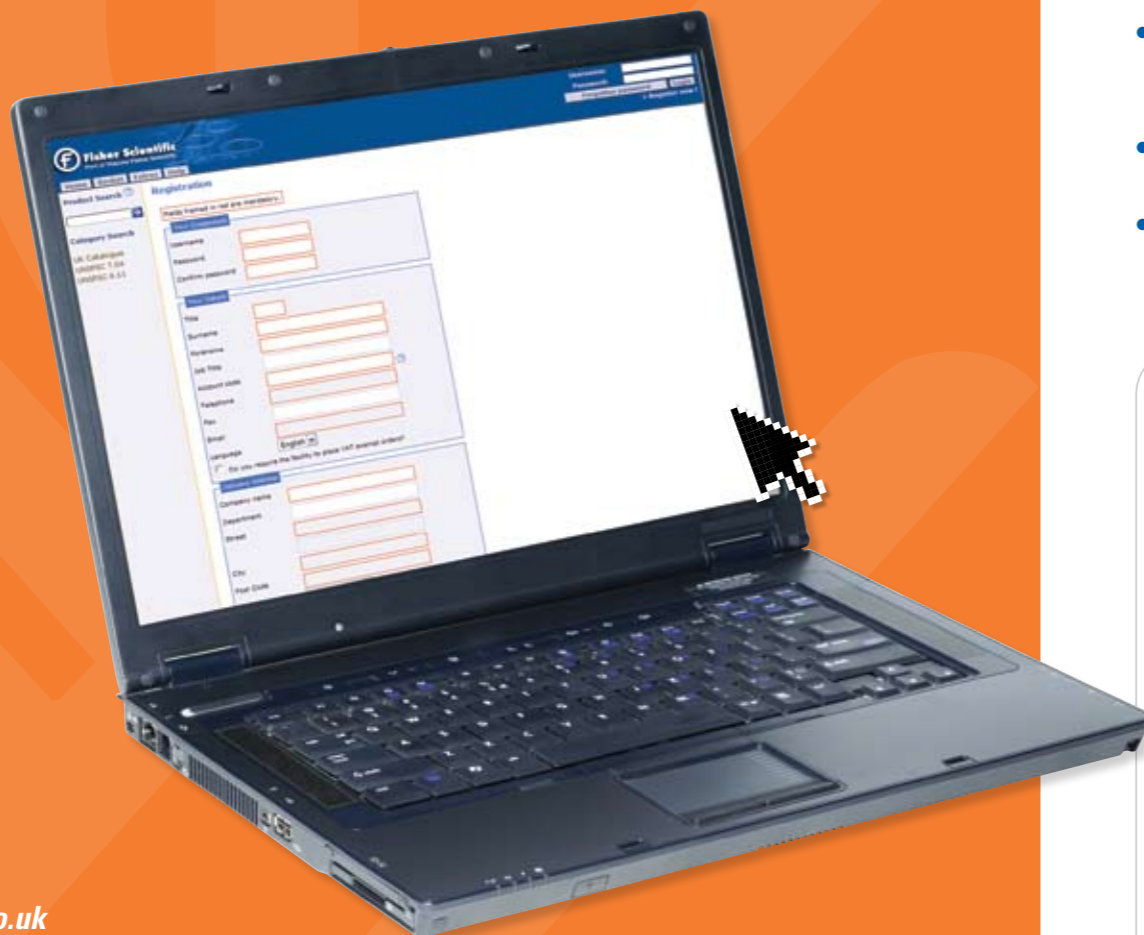
- Full electronic ordering on over 100,000 products
- Net Pricing – see the price YOU pay
- Real-time stock availability
- Searchable order history – whether you have ordered online or not.
- Hotlist and Templates for regular orders
- Free MSDS and Certificate of Analysis to download as you need them
- Ability to add controls to your account.

The new web catalogue brings some great additions to your favourite features including:

- Tabbed navigation for improved usability.
- Single search box for more intuitive searching.
- Your shopping basket is on screen at all times while you browse so you can see exactly what is in there and the total amount to pay.
- More product information including specifications, as well as links to troubleshooting guides and methods.
- Quick order entry from the search results page.

How to register...

Registration is free, quick and easy and provides access to all online ordering features.



1. Go to www.griffineducation.co.uk
2. Click on **Register** button in the catalogue log in box on the home page. Fill in the registration form ensuring you enter your 6-digit account number along with your name and address so that we can validate who you are. **If you do not have a Griffin account number, please contact our Customer Service team on 01509 233344**
3. Click the **Register** button and once your details have been checked we will switch on your extra features and send you an email confirmation. You should receive this within one working day.
4. Once you have registered, you should use your username along with the password you have chosen to log on in the future.
5. If you have cookies enabled on your PC, this username will automatically stored so you don't have to enter it each time

Existing user? Migrate today and benefit from all the new features. Just visit www.griffineducation.co.uk/web for a step-by-step guide to migrating.

NEW features...

Navigation

Home Account Basket Extras Help

- **Home**
Click here to return to the home page of the web catalogue at any time
- **Last Search**
This tab is available once you have performed a search. Clicking it will show the results page for the last search performed.
- **Account**
Click here to access order history, hotlists, and templates. You can also view and edit your profile, or change your password.
- **Basket**
Click here to view your shopping basket at any time. This is also where you can use the Rapid Order feature to add products quickly to your basket when you know the product code.
- **Extras**
Here you can access extra features such as Certificates of Analysis (CoA) and the Acros Search tool
- **Help**
Clicking this tab loads a help page.

Searching

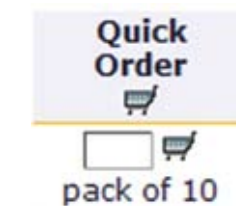
There is now just a single search box.

Here you can enter a combination of product code, CAS no., keywords, manufacturer, chemical name, or brand. The more search terms you include the more refined your results will be.

You can now perform a Quick Order from the search results screen.

To add an item from the results screen to your shopping basket simply enter the quantity you desire in the Quick Order box and click on the shopping trolley icon. This adds the product to your shopping basket.

You can also use this feature to quickly add accessories/spare parts etc from the product information screen.



Add many items at once to the basket

Simply type the amount of each item you would like to buy in the Quick Order column, and then click on the trolley icon at the top of the column to add all items with a quantity to the basket.

This is particularly useful when adding items from a hotlist to the basket.

