

Frequently Asked Questions

Ordering

Q. How do I place my order?

A. You must first log on to your account on Bertrams.com and create a shopping basket. You are then free to search the site for the titles you wish to order and can either choose to 'order now' or 'add to basket'.

For full details please visit our Bertrams "[Guide to Bertrams.com](#)".

Q. How do I release my order?

A. Once you have created and filled your shopping you can either choose to 'reserve your stock' 'despatch immediately' or 'despatch separately', you can then proceed to 'checkout'.

Q. How do I cancel items I have ordered?

A. Simply view your order and click 'cancel'.

Q. How do I view my dues?

A. Under the 'My Account' menu choose the option 'Backorders'.

Q. Can I release my dues without placing a new order?

A. Yes. If you view your 'Backorders' there is an option called 'release ready'.

Delivery

Q. What is the minimum order value for carriage paid delivery?

A. Monday to Friday delivery £150, Saturday delivery £225.

Q. How much will I be charged if I choose to release my order below carriage paid minimum?

A. £75 to £149.99 surcharge £3.50. Under £75 surcharge £6.00

Tracking

Q. My order has not arrived, what shall I do?

A. Visit the 'Invoice/Credit Enquiry' option on Bertrams.com and click on the appropriate invoice number. You then need to click on the 'Parcel Tracking' links at the bottom which will allow you to view more detail.

Q. Who can help me with my order?

A. Please contact our Customer Services department on **01603 648400** or email service@bertrams.com

Returns and Claims

Q. How do I request a voucher return?

A. For full details please visit our Returns page and view our **E>Returns guide**.

Q. How do I make a damage/shortage claim?

A. For details please visit our Returns page

Invoices and Credits

Q. Can I view my invoices and credits?

A. Yes, simply click on 'Invoice/Credit Enquiry' under My Accounts

Q. Can I reprint my invoices and credits?

A. Yes, once you have selected the invoice number you wish to view in more detail you can click the 'printable view' option

Contact

Q. How do I contact Customer Services?

A. Tel: **01603 648400**, Email: books@bertrams.com or service@bertrams.com, Fax: **01603 648109**

Q. How do I contact the Sales department?

A. Please call **01603 648079** or email sales@bertrams.com

Q. How do I contact the Finance department?

A. Please call **01603 648081** or email accounts@bertrams.com

Q. How do I contact the Bertline team?

A. Please call **01603 648321** or email bertlinesupport@bertrams.com