



Our Guide to online ordering

Visit www.midtherm.co.uk
or search 'Midtherm' in the app store

Offers & Browse

Basket

Shopping Lists

History

Favourites

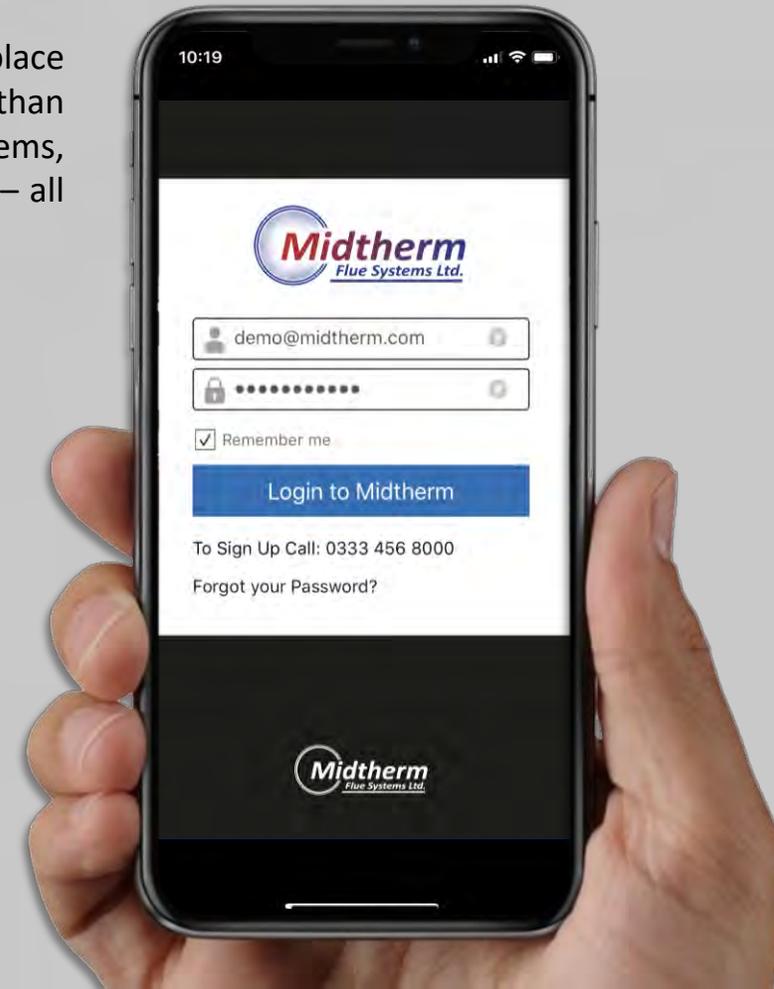
Relax, now you can order any time, any day.

Our new online ordering app and desktop site means that you can now place your order whenever it suits you. In fact, you can now do much more than that too! Share a team shopping list, jump to your favourite items, quickly repeat a previous order or print out your previous order details – all so easy and all at your own convenience!

For any help or queries though, we're here to help:

Phone: 0333 456 8000

Email: sales@midtherm.net



How to get going

1 Contact us on: 0333 456 8000

Ask for sales team and provide the email address you wish to register with

2 Wait for your password

We will swiftly send your password via email.

3 You're ready to start ordering!

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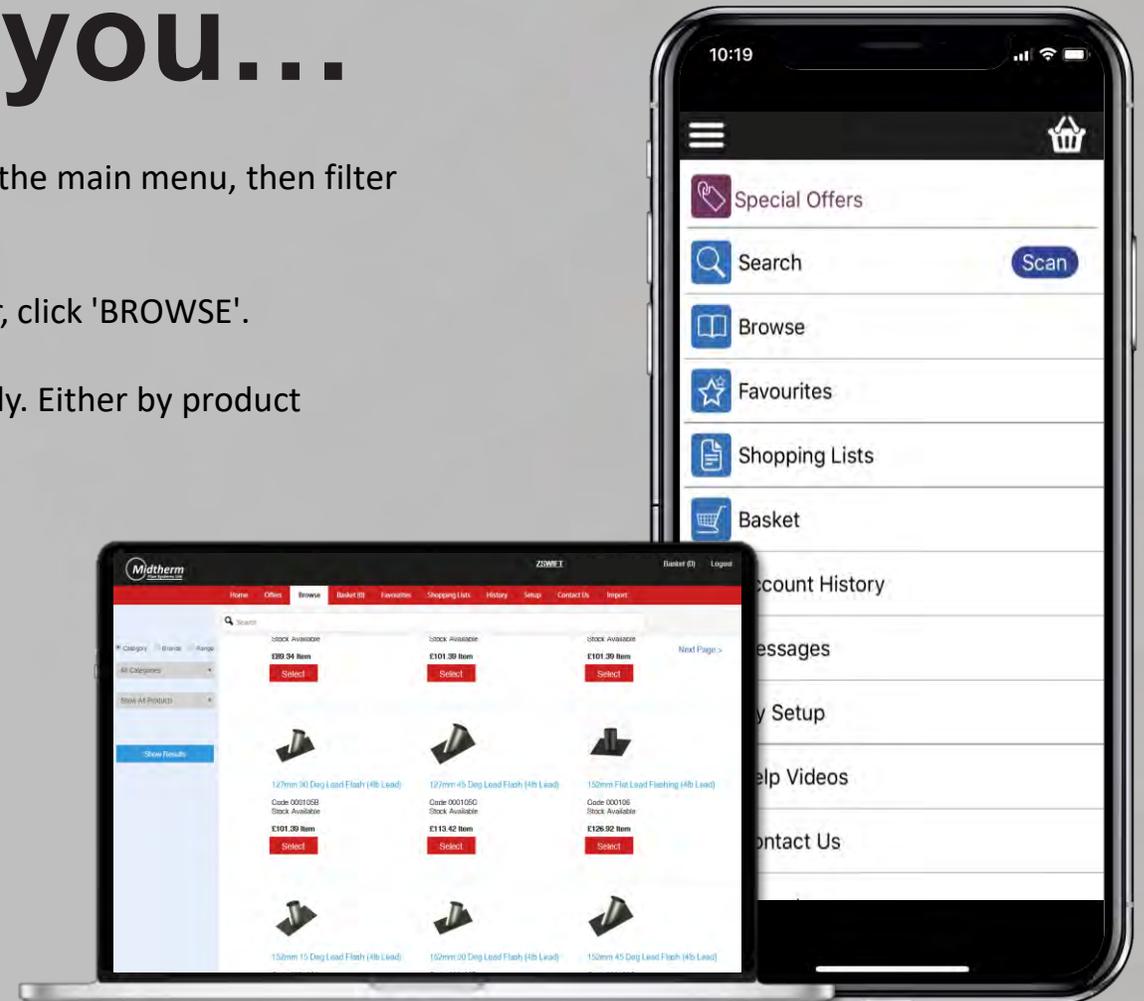
Watch out for our
incentives and promotions
for new and loyal
customers

**BE SURE TO REGISTER
SO THAT YOU DON'T MISS OUT!**

OFFERS & BROWSE

It's simple! We'll show you...

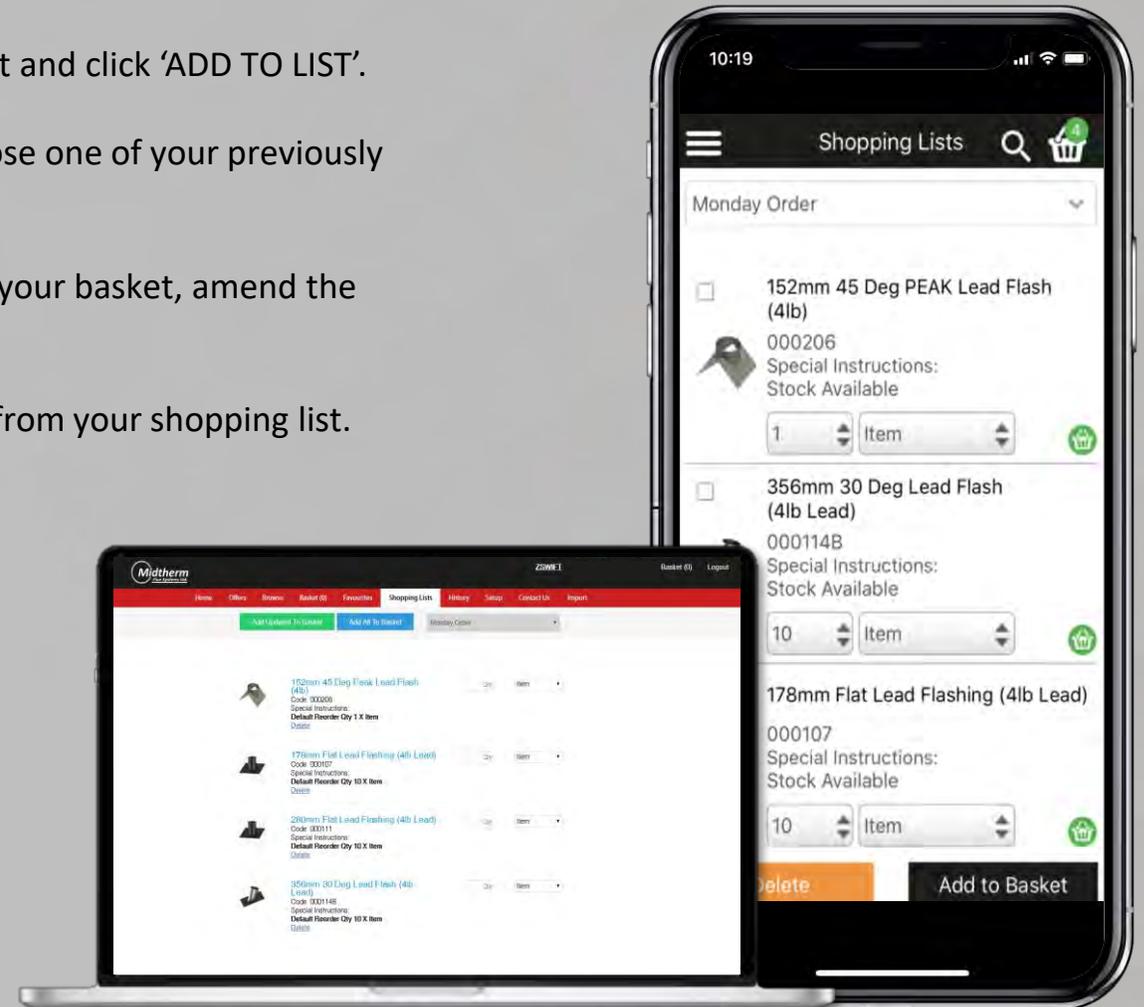
- To see our special offers, select 'OFFERS' in the main menu, then filter by category menu.
- To see all products, including those on offer, click 'BROWSE'.
- Use search to find something specific quickly. Either by product description or by product code.



SHOPPING LISTS

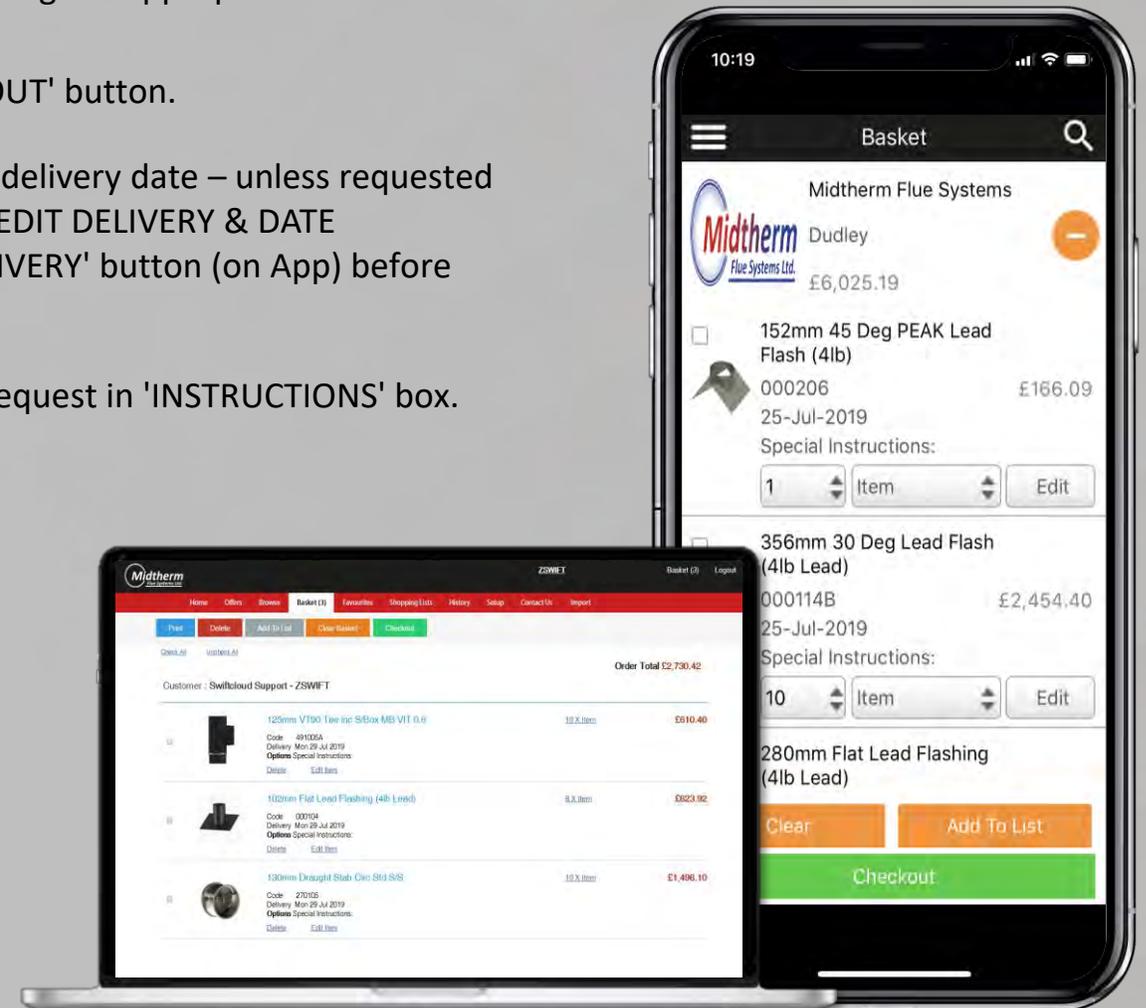
For items you regularly order, it's probably quicker to create a 'Shopping List'. You can give your list different names, such as 'Stock Order'.

- To do this, tick the items when in your basket and click 'ADD TO LIST'.
- Use the pop-up box to create names or choose one of your previously named lists to add into.
- To add specific items from a shopping list to your basket, amend the quantity then select 'ADD TO BASKET'.
- Use the 'DELETE' button to remove an item from your shopping list.



BASKET

- Click the 'BASKET' page to see its contents, plus your order total so far.
- Delete items or add them to a shopping list using the appropriate button.
- To place your order, select the green 'CHECKOUT' button.
- Your order will be delivered on the your next delivery date – unless requested otherwise. To schedule a different date click 'EDIT DELIVERY & DATE DETAILS' (on desktop) or the 'ESTIMATED DELIVERY' button (on App) before confirming your order.
- Delivery service via courier available please request in 'INSTRUCTIONS' box.
- If you wish to collect from our trade counter please specify in 'INSTRUCTIONS' box.

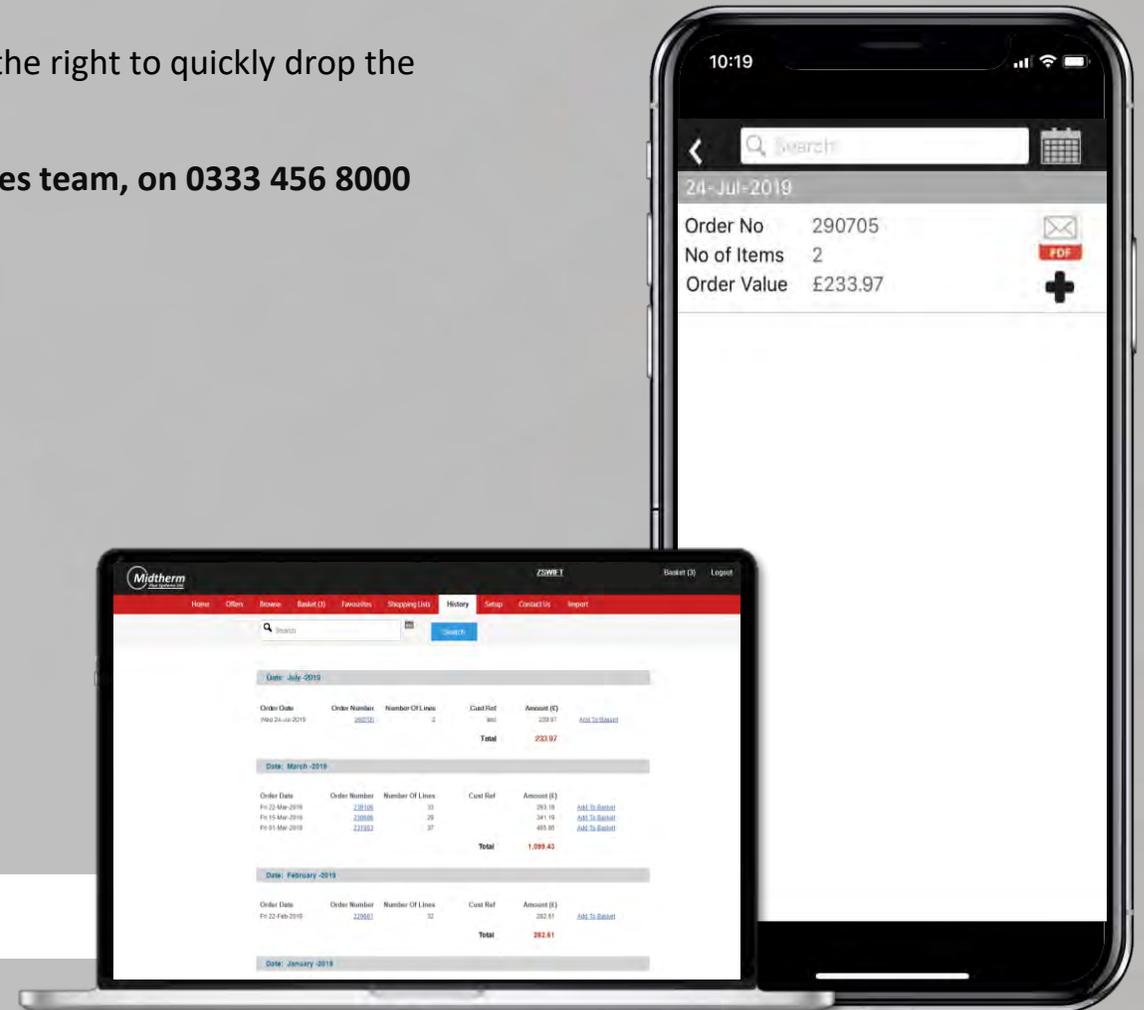


HISTORY

View details of past orders, either by looking through the list shown, by searching on our order number or your customer reference.

- You can also use the 'ADD TO BASKET' link on the right to quickly drop the same items into your basket.

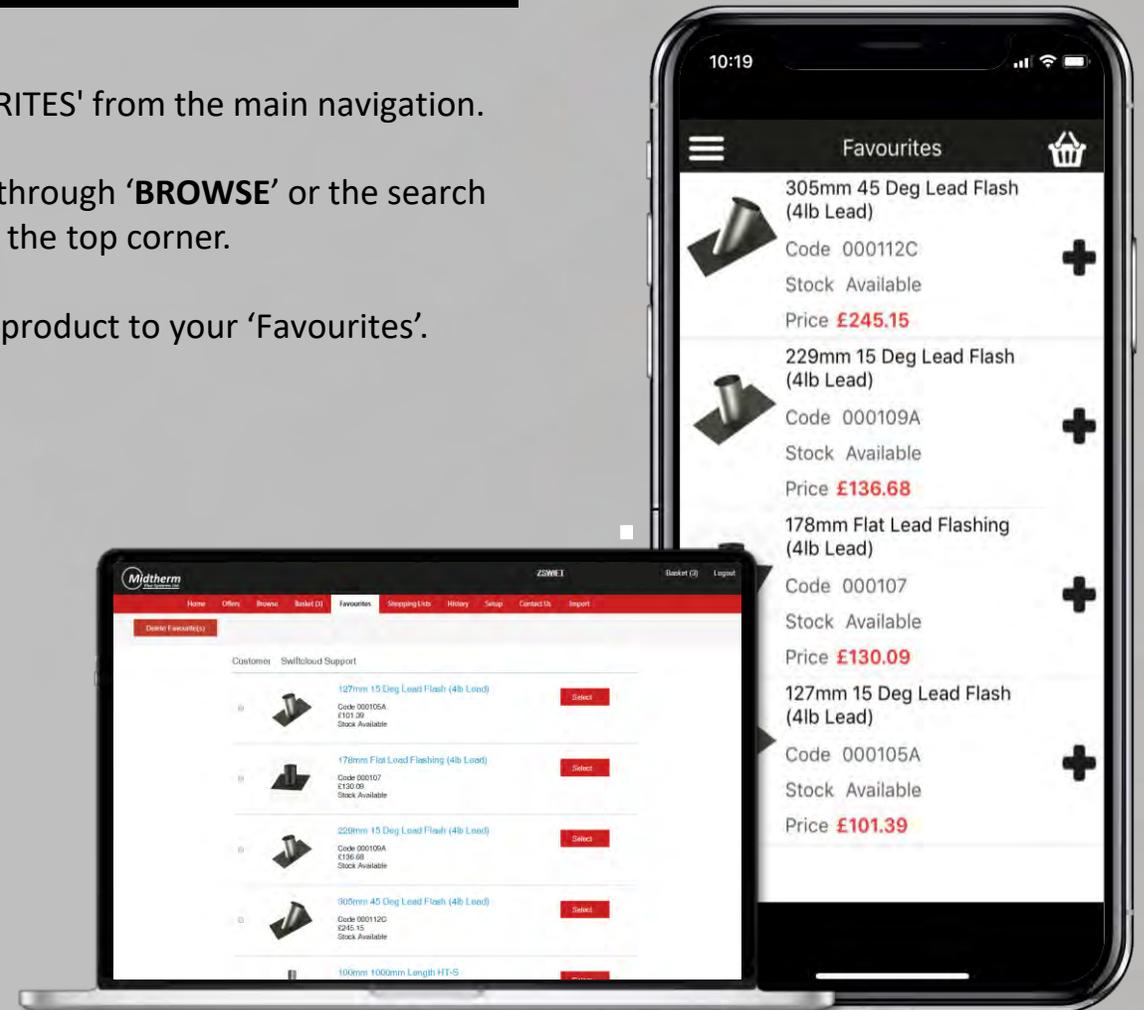
Note: For order amendments contact the sales team, on 0333 456 8000 these cannot be edited using the app.



FAVOURITES

Add items to a 'Favourites' list to quickly find the items you love at a later date, or to quickly order items you regularly to use.

- To view your favourite items, click on 'FAVOURITES' from the main navigation.
- To add a product into 'FAVOURITES' locate it through 'BROWSE' or the search bar. Click 'SELECT' and you'll see a grey star in the top corner.
- Click the star to turn it **GOLD**, which adds the product to your 'Favourites'.



TOP TIPS

- **Do you jump between different devices**, such as a desktop or personal mobile? If so, it's good to know that your order details (even running shopping lists and half-ready baskets) will transfer across instantly.
- **To add a second user to an account**, simply go to settings and invite user. We will ensure a password is swiftly on its way to them.
- **Accessing multiple Midtherm accounts?**
We can set you up so that you can order from each quickly and simply. Just email sales@midtherm.net with details.

Don't forget...

We will often run special promotions that are only available to customers with online ordering accounts. Please ensure we have your up-to-date contact details (including email) so that you don't miss out!



The Installers' Choice

REMEMBER

To register, ask a query or request a tutorial, simply email

Phone: 0333 456 8000

Email: sales@midtherm.net