

Lindström is upgrading your reusable wiper service



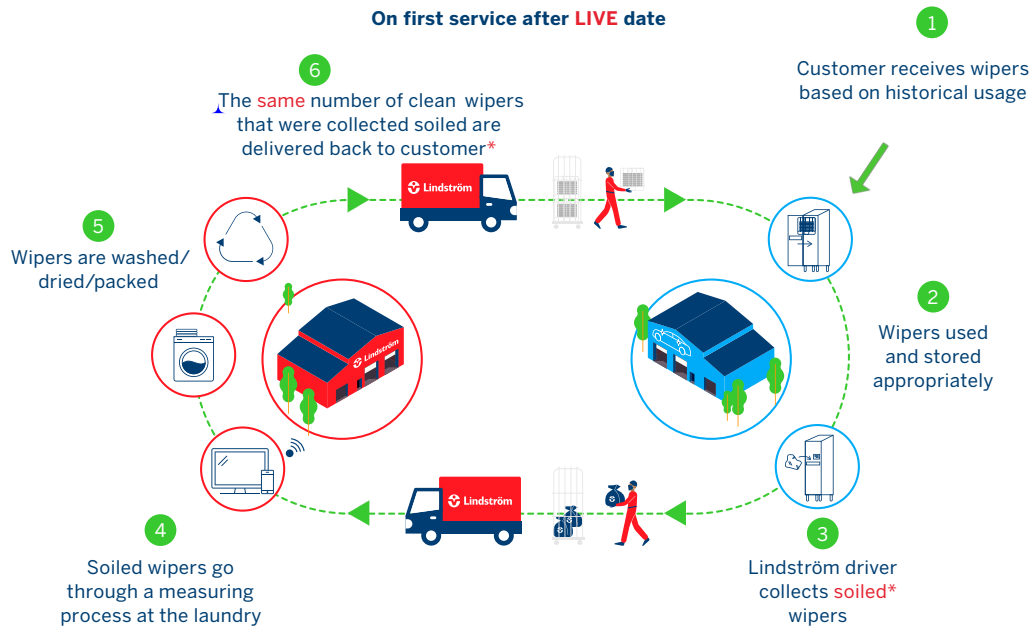
Upgraded Service Model

- Our new 'Wipe Smart Service' replaces your current 'one for one' receptacle or bagged exchange. We will now collect, measure, wash and return the same number of clean wipers as uplifted on your previous service.
- All stock will be labelled for better visibility on service usage

How it works



On first service after LIVE date



Invoicing cycle

- Invoicing cycle will be changing from monthly in advance to 4-weekly in arrears
- The layout of your invoice will change and example/ explanation of this will follow

e-Lindström is coming!

- Our online management portal is being introduced for wipers, where you will be able monitor deliveries and manage your service. You will be advised of your login details very soon.





Finance/Purchasing

Questions

- How many invoices will I receive annually?
- What affect will this have on my current charges?
- How will the invoice look?

- Will my payment terms change?

- Will PO numbers still be shown on an invoice?

- We pay by Direct Debit, will this be affected?

Users/Supervisors

Questions

- Will my service frequency change?
- What will be different from my current service to the new "Wipe Smart Service"?

- What happens if I run out of stock between service cycles?

- Will I have to self-service the metal dispenser?

- Will I still be able to increase / decrease my quantities?

Answers

- You will now receive thirteen 4-weekly invoices rather than 12 monthly invoices
- The annual invoice amount will remain the same
- Currently the unit price on the invoice is shown per bag/container. Future invoices will be broken down to price per wipes and price per receptacles

- No, all payment terms will remain the same from date of invoice, you will be invoiced every 4 weeks in arrears

- Yes, if these are new, they will need to be provided prior to the invoice date. We will provide you with a schedule of these dates

- If you pay us by Direct Debit, the Direct Debit reference will change to reflect your new customer number. We will be cancelling your old instruction and setting up a new one with a new reference. Due to this, your Direct Debit may be claimed later than normal on the following month. You don't need to do anything

Answers

- No, we will still service on your agreed frequency cycle

- Scan/click me



- What we do will depend on the reason why. If you have used more than 100% of your rented stock, we will make arrangements to increase your stock levels. If you have run out because we have not returned enough or made a mistake, we will send additional stock via the fastest means possible, including the use of external couriers.

- No change is envisaged.

- Yes. We will be delivering the same measured amount of clean wipers that were collected soiled on your previous service call. If you are uncertain as to whether this will cover your demand, please contact our customer service team who will confirm the volume of your next delivery and discuss your requirements.

**If you have any queries please do not hesitate to contact our
Customer Service team: industrialwiperuk@lindstromgroup.com**

www.lindstromgroup.co.uk

Invoice number 169834
Invoice date 29.01.2023
Due date 12.02.2023
Terms of payment 14 days
Invoice Customer no 82999995
Customer VAT id
Customer Reg id
Period 02.01.2023 - 29.01.2023

Test Customer
6 Caxton Park
Caxton Road
Bedford
MK410TY
GB

Extra information

Your current payment terms will remain the same.

Delivery 82999995
Test Customer
Address 6 Caxton Park
Caxton Road
Bedford MK41 0TY
GB
Customer reference
Department 999 DEFAULT

Rent

Product Code	Product Name	2301	2302	2303	2304	Unit price	Total w/o	VAT %	VAT Amount	Total
AB200	ABSORBENT MAT LARGE	18	18	18	18	4.04	290.88	20.00	58.18	349.06
MTDIS	ABSORBENT MAT DISPENSER	2	2	2	2	7.98	63.84	20.00	12.77	76.61
MDIS	WIPE SMART MINI	2	2	2	2	4.75	38.00	20.00	7.60	45.60
SP50	SPILL MAT SMALL	70	70	70	70	0.77	215.60	20.00	43.12	258.72
LSR37	WIPE SUPERIOR RED	600	600	600	600	0.07	168.00	20.00	33.60	201.60

Department 999 Total 776.32
Total for 82999995 155.26 + 776.32 = 931.58

Total w/o VAT 20.00 % **776.32 GBP**
VAT Total 20.00 % **155.26 GBP**
Total **931.58 GBP**

In the event of a dispute with this invoice we must be advised within 7 days of the invoice date. No claims will be considered after this date.

Danske Bank A/S. LINDSTROM LTD
Sort Code: 30-12-81
Account number: 22021907
Please use the invoice number as payment reference
VAT registration number: 756058905

Lindström Ltd, 6 Caxton Park, Caxton Rd, Bedford MK41 0TY Phone: 01234 343 555 Fax: 01234 340 666

For Work Wear related queries please contact: customerservice.uk@lindstromgroup.com
For Industrial Wiper related queries please contact: industrialwiperUK@lindstromgroup.com
For payment advice / remittances please email: accounts.uk@lindstromgroup.com
www.lindstromgroup.com/uk

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