

# Product Catalogue October 2023

The list prices shown are subject to change.

Please contact our Service Delivery Team

for current pricing.

Tel: 01243 838 002 Email: sales@4sight.org.uk

**Last updated: 06/10/23** 

Charity No: 1075447 Company No: 03740647

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# **NEW PRODUCTS & BEST SELLERS!**

#### **NEW! RNIB ACCORD USB PLAYER**

An advanced USB player and Bluetooth speaker, with easy-to-use tactile controls, wireless charging, voice prompts, bookmarking features and chapter skipping function.

- USB player and Bluetooth speaker
- Plays MP3 and WMA files (up to 32GB USB stick)
- Large, tactile volume control buttons
- Chapter skip function (forwards and backwards)
- Book skip (forward) function
- Automatic bookmarking
- Wireless and wired charging ability
- USB-A port on top of device to read USB sticks
- MicroSD slot for additional input and also for software updates (on top of device, with rubber cover when not in use)
- 3.5mm jack for headphones (not for use with Bluetooth headphones).
- Lanyard attached for security when carrying
- Size: 93mm diameter x 114mm high (3.66 x 4.49 inches)
- Weight: 384g (13.55oz)

#### **Battery information**

- Rechargeable 2000mAh Li battery
- Charges fully in under three hours (on the QI wireless charging pad)
- Playing time without recharging: five to six hours
- Battery low indication (voice announcement)
- Please note, the device will feel warm to the touch when charging on the wireless pad
- QI wireless charge pad with USB-C port and rubber feet to assist with correct orientation supplied.
- USB-C port for wired charging (on top of device, with rubber cover when not in use). Can be used with USB Charger Plug (HT376) or a 5v mobile phone charger.
- Two USB-C to USB-A cables supplied (one 50cm, one 82cm).





#### **BUMPERSTOPS / BUMP-ONS**



Tactile bumps used to mark surfaces like microwaves and dials available in:

- Orange BumperStops (18 dots)

**PRICE - £2.00** 



- Clear (Large Dome) Bump-ons (14 dot

**PRICE - £1.95** 



- Black (Flat Square) Bump-ons (9 dots)

**PRICE - £1.30** 

#### **BEROL COLOUR BROAD / FINE PENS (PACK OF 3)**

Set of 3 black ink fibre tipped pens available with either a broad or fine tip.

- Broad -1.7mm round-ended fibre tips
- Fine 0.6mm round-ended fibre tips
- Washable ink (will keep fresh without the ventilated cap on for up to 2 weeks)



**PRICE - £2.20** 

#### **DAYLIGHT TWIST 2 DESK LAMP**

The Twist 2 desk lamp is still lightweight, portable, and easy to use, but it now has a high quality diffuser to reduce glare as well as adjustable brightness levels.

A contrasting stripe down each side of the lamp not only adds grip when you're holding it, but also helps you find it when turned off. The same contrast effect is used on the back of the lamp to make the power socket easier to find.



- 'Easy twist' shade (multi directional shade to direct light)
- Product colour: White
- Adjustable brightness 2,000, 1,500 or 1,000 lux at 30cm (12 inches)
- Size: 29.5 x12.5 x 11.4cm (11.5 x 5 x 4.5 inches)
- Maximum reach: 15cm (5.9 inches)
- Cable length: 1.8m (71 inches)
- Weight: 1kg (2lb)
- Bulb lifespan: Up to 50,000 hours
- Colour temperature: 6,000k (daylight white light)
- Colour rendering index (CRI) of 95+ A high CRI not only ensures colours are more vibrant, accurate and true, but also guarantees an even light output which reduces eyestrain and improves contrast

PRICE - £62.50

#### LARGE PRINT KEYBOARD STICKERS

- High contrast vinyl keyboard stickers
- Printed letters in 36 point font (9mm high)
- Suitable for both laptop and desktop keyboards
- Compatible with Windows and Apple keyboards (not suitable for MacBook Air).
- Available in black on white, white on black, and black on yellow



PRICE - £5.00

#### **COMMUNICLOCK (RADIO CONTROLLED CLOCK)**

- Radio-controlled talking calendar clock
- Large black button for time and date
- Clear male voice and adjustable volume
- Battery operated or powered from mains using AC adaptor (available separately Code: CC53AC)



PRICE - £40.00

#### **TALKING ATOMIC WATCH GENTS / LADIES**

- Announces time & date in a clear, male British voice
- Automatically adjust between summer and winter time
- Option of alarm and hourly time announcement
- Available in ladies/gents with leather strap or expanding metal bracelet



#### **Face Diameter**

Gents - 32mm Ladies - 28mm

PRICE - £45.00



#### **W15 GENTS / LADIES TALKING WATCH**

- Single button talking watch that announces time in a female voice
- Available with black leather strap or expanding metal bracelet

#### Gents case size:

36mm diameter x 13mm thick

Ladies case size:

32mm diameter x 12mm thick



PRICE - £34.00

#### LIQUID LEVEL INDICATOR

- Lightweight and suitable for a wide variety of cups
- Audible and vibratory alerts. The first (intermittent) alerts tell you when to stop adding hot water if you also want to add milk; the second (continuous) alerts tell you when the cup is nearly full.
- Suitable for hot or cold drinks
- Two small magnets enable easy storage
- Fitted with a CR2032 lithium battery



PRICE - £10.00

### **ECONOMIC - FIT OVERS**

- Available in medium and large size. Medium size (the one most suitable for the average adult)
- Large side shields and top lip allow them to be worn over spectacles
- 100% UV protection

Each filter colour has a Visible Light Transmission (VLT) figure, which indicates

the percentage of light passing through the filter. A low value will block more light from entering the eye; a high value allows more light into the eye. You should avoid a VLT% that is too dark for your needs for safety reasons.



#### **SYMBOL CANE (3/4 SECTIONS)**

Symbol canes are intended to be used only to indicate a person's sight loss to others, they are not designed with the required strength to be used as mobility aids and certainly not for support.

- Lightweight folding aluminium Symbol Cane
- Available in 4 lengths 70 / 85 / 100 / 105cm
- Folds down into either 3 or 4 sections

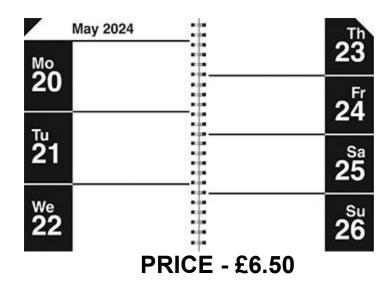


PRICE - £18.25

#### **A6 VIP POCKET DIARY 2024**

4Sight Vision Support have a range of Large Print Stationery available including diaries and calendars.

- Hard yellow cover. Fits neatly in pocket or handbag
- Perforated corners to help keep track of pages
- Contact details page, forward planner and spare pages for notes



#### **PSS LAPEL BADGE**

The shaded eye symbol was commissioned by the Partially Sighted Society in the early 1980s for use as its logo. In 1982 it was accepted by the Northern European Sector of the World Health Organisation as the International Symbol of Visual Disability.

- Metal lapel badge with pin fastening
- 2.7 cm diameter, 6.5 cm in length
- Black on yellow

Also available with the words 'I AM BLIND' CODE: A09B



**PRICE - £2.50** 

#### **LARGE PRINT PLAYING CARDS**

- Extra-large print on standard sized card
- Characters measure 3.2cm (1.25 inches) in height.
- Card suits are all easily distinguishable due to the size of the diamond, club, spade and heart images
- Picture cards are represented with large K, Q and J clear letters
- These cards have blue or red backs and are biodegradable



**PRICE - £6.85** 

	LIGHTING	
CODE:	PRODUCT	PRICE
DH460	ZigZag Portable Folding Light Portable LED light with 3 brightness settings (remembers last setting used). Rechargeable battery provides up to 8 hours of use. Comes with USB lead (USB mains adapter available separately Code: HT376). 400 lux at 30cm. Colour Temperature: 5,500k (daylight white light).	£ 48.00
D35070	Daylight Twist 2 Desk Lamp  Mains powered LED lamp with 'easy-twist' shade.  6000k, 3 levels of brightness – 2,000, 1,500 or 1,000 lux at 30cm (12 inches).	£ 62.50
D35090	Daylight Twist 2 Go Portable Lamp Rechargeable battery version of Twist 2 (up to 8 hours use). Adjustable Brightness level -1,500, 1,000 or 600 lux at 30cm. Includes USB cable & mains adaptor.	£ 72.50
D35050	Daylight Foldi-Go Portable Desk Lamp Arm and angle of the lamp head is adjustable. Stands 30cm tall with arm fully extended. Four brightness levels (1,300, 1,100, 900, or 600 lux at 30cm). Rechargeable battery (up to 8 hours use). Includes carry case & mains adaptor. 6000k.	£ 72.50
250.1x BLK/BEI	Floorstanding Lamp (Black or Beige) Inc. Delivery Mains powered floorstanding lamp with 24w energy efficient daylight bulb - available in Black or Beige. Some assembly required. Height 138cm, 6500K.	£ 50.00
250A	Bulb for Floorstanding Lamp	£ 12.00

COMPUTING & TECHNOLOGY		
CODE:	PRODUCT	PRICE
HT376	USB Charger Plug	0.44.00
	Allows device such as DH460, DH472 & DH475 to be charged via a mains outlet.	£ 11.00
HK51	Black on Yellow Keyboard Stickers	
	Black letters in 36 point font (9mm high) on yellow	£ 5.00
	background. Suitable for both laptop or desktop	2 5.00
	keyboards. PC or Mac (not suitable for MacBook Air)	
HK52	Black on White Keyboard Stickers	£ 5.00
HK53	White on Black Keyboard Stickers	£ 5.00

	TV & AUDIO	
CODE:	PRODUCT	PRICE
162411	MaxTV Glasses Glasses designed for television viewing. Each eye lens is able to be focused separately. Magnification 2.1x.	£ 45.00
DH472	RNIB Accord USB Player*  USB player and Bluetooth speaker. Plays MP3 and WMA filles. Large, tactile volume control buttons. Chapter & Book skip function. Automatic bookmarking. Wireless and wired charging ability. MicroSD slot for additional input and software updates. 3.5mm jack for headphones. Lanyard attached for security when carrying.	£ 51.00
DH475	Communiplayer* Portable USB MP3 Memory Stick Player. Clear contrasting tactile buttons; white buttons on black casing. Features: Bookmarking, Bluetooth connectivity and 3.5mm mini headphone jack. Battery life 8 hours. Supplied with a mini-USB to USB charger cable.	£ 38.00
*Players ca	n be charged via mains using USB Charger Plug (	HT376)

	PHONES	
CODE:	PRODUCT	PRICE
BT200	BT200 Big Button Corder Telephone Hands-free speakerphone and speech amplification. Hearing aid compatible. Numbers measuring 2cm high. Last number redial. Three one-touch memory buttons with ability to store up to an additional 10 numbers. Three-ring volume settings.	£ 35.00
BT4600	BT4600 Cordless Big Button Phone Has the capability of storing 100 contacts, hands- free speaker with volume control, answer machine with up to 60 minutes recording time.	£ 55.00
BT4600TWIN	BT4600 Dual Pack of Cordless Phones Base unit and one additional handset.	£ 80.00
BT4600TRIO	BT4600 Triple Pack of Cordless Phones Base unit and two additional handset.	£100.00

	KITCHEN	
CODE:	PRODUCT	PRICE
DK203	Water Boil Alert Disc Place in the bottom of a pan and it will rattle when water starts to boil. Not suitable for use with milk.	£ 6.50
DK127	Liquid Level Indicator Provides audible and vibratory indication when filling container with liquid. Suitable for hot or cold drinks. Built-in magnet so can be attached to fridge for easy storage.	£ 10.00
4S-KCSL	Cobolt Talking Kitchen Scale Weighs up to 5kg in 5gm steps Metric or 11lbs in 1/2oz steps. Secure bowl with non-slip feet. Mains or battery powered.	£ 54.00
DK152	Talking Kitchen Scale with Easy-To-See Jug LCD Display. English male voice Announces weight in grams, pounds, ounces & volume in millilitres. Tare function allows you to zero measurements before adding more ingredients. Capacity 5kg/11lbs.	£ 50.00
DL199	Easy To See Measuring Jug with Braille Tactile Gauge Capacity 1300ml / 2.25 pints. Gauge has tactile and braille markings for millilitres and fluid ounces	£ 21.00
DK152G	Braille Gauge for DK152 Fits over the rim of easy-to-see measuring jug (part of DK152)	£ 4.50
DK76U	Dycem Grip-it Jar Opener Blue Increases your grip and helps you to open stubborn jars. Fits all sizes of jars. Diameter: 11.8cm Depth 4cm.	£ 5.65
4S-PGWHT	Plastic Plate Guard (White) Ensure food remains on plate by attaching a circular plate surround.	£ 6.50
4S-PGRED	Plastic Plate Guard (Red)	£ 7.00

	HEALTH & EYE CARE	
CODE:	PRODUCT	PRICE
	All "U" frames are also available in Large "L"	
F17#U	91% Clear - Economic - Medium Fit Over	
	Clear. Provides total ultraviolet protection with no	£ 12.50
	reduction in visibility.	
F21#U	28% Grey - Economic - Medium Fit Over	
	Medium Grey. Soothing colour. Excellent glare	£ 12.50
	protection. UV protection.	
F22#U	11% Grey - Economic - Medium Fit Over	
	Dark Grey. Offers a comfortable, true colour	£ 12.50
	rendition and may assist with glare. UV protection.	
F40#U	18% Amber - Economic - Medium Fit Over	0.40.50
	Popular colour for light sensitivity. It offers UV and	£ 12.50
	blue light protection and can help to reduce glare.	
F57#U	77% Yellow - Economic - Medium Fit Over	
	The yellow filter has the potential to enhance	£ 12.50
	contrast, improve visual acuity and brighten	
***	images. UV & blue light protection.	***
"""UI	HER COLOURS AND FRAME STYLES AVAILABLE PLEASE ASK FOR MORE DETAILS	••••
A81 W/B	Sun Visor White or Black	
_	Fabric sun visor with adjustable headband. Choice	£ 5.25
	of white or black.	
DH75	AutoDrop Eye Drop Guide	
	Clips onto the majority of eye-drop bottles making it	£ 8.00
	easier to put eye-drop solution into the right place.	
4S-BSCL	Cobolt Talking Bathroom Scale	
	Speaks your weight in stones & pounds, pounds	£ 47.00
	only or kilos.	

	SYMBOL ITEMS	
CODE:	PRODUCT	PRICE
MS 20/22/	Symbol Cane 70 / 85 / 100 / 105 cm	
23/25	Reflective, lightweight aluminium folding cane to	£ 18.25
	indicate visual impairment.	
A09L	PSS Lapel Badge - PARTIALLY SIGHTED	£ 2.50
	Lapel badge bearing the symbol of visual disability.	£ 2.50
A09B	PSS Lapel Badge - I AM BLIND	£ 2.50

	LABELLING	
CODE:	PRODUCT	PRICE
DL25	Orange BumperStops (strip of 18) Round flathead tactile self-adhesive dots. A simple way to mark everyday items such as the settings on domestic appliances.	£ 2.00
DL14	Bump-ons Large Dome Clear (strip of 14)	£ 1.95
DL107	Bump-ons Flat Square Black (strip of 9)	£ 1.30
DL40 <u>A</u>	Tacti-Marker Orange or <u>Black</u> Ideal for marking appliances, clothing, paper, metal or hard plastic (not suitable for use on flexible plastic).	£ 6.25
DL128	PenFriend 3 Audio Labeller Record your own audio labels and attach them to a wide range of items. 16GB internal memory stores up to 500 hours of recordings. Memory expandable by SD card up to 32GB. Supplied with 21 square tactile labels and 84 small circular orange and yellow self-adhesive labels. 1 key fob; with 4 recording spots.	£ 90.00
DL 123/124/ 125/126/127	PenFriend Additional Tactile Labels Packs A - E 210 tactile labels for use with the RNIB PenFriend (start with pack A, after using labels provided with PenFriend). Other label pack options are available.	£ 20.00

	<b>CLOCKS &amp; WATCHES</b>	
CODE:	PRODUCT	PRICE
4S-TBCLOCK	Big Button Talking Clock Compact design (70mm Diameter). Speaks time & date in English male voice. Alarm with announce setting.	£ 21.00
CC53	Communiclock Single button operation - Clear male voice with adjustable volume announces time on short press and on long press it will also announce day, date, month and year. Choice of five alarm sounds. Battery or mains operation (mains cable not included, available to purchase separately).	£ 40.00

CLOC	KS & WATCHES continued	
CODE:	PRODUCT	PRICE
CC53AC	Communiclock Adaptor	£ 10.00
	Allows Communiclock to be powered via mains.	2 10.00
CC83	Talking Keychain   Pocket Clock	
	Speaks time & date in English male voice.	£ 12.50
	Alarm with announced settings.	~ 12.00
	Size: 5cm x 5cm x 1cm.	
W6 (st or <i>x)</i>	W6 / <u>W6 Jumbo</u> Easy-To-See Watch	
<u>W6J (st or <i>x</i>)</u>	(With Strap or <i>Bracelet</i> )	
	Quartz watch with a clear easy to see display.	
	Available with leather strap or a gold plated	£ 16.00
	expanding bracelet with a stainless steel back.	
	W6 Case size: 34mm diameter.	
	Also available in <b>JUMBO</b> size: 41mm diameter.	
W15 G/ <u>L</u>	W15 Gents / <u>Ladies</u> Talking Watch	
(st or <i>x</i> )	(With Strap or <i>Bracelet</i> )	
	Female voice. Available with leather strap or	£ 34.00
	expanding bracelet - announce time only. No	
	alarm or hourly report.	
407GL 407 <i>GB</i>		
<u>407LL</u> <u>407<i>LB</i></u>	(With Strap or <i>Bracelet</i> )	
	Male voice. Announces Time and date. Option	£ 45.00
	for alarm & hourly report. Automatically updates	
	for daylight savings.	

\*\*\*ALL WATCHES COME WITH THE CHOICE OF EITHER A
BLACK LEATHER STRAP OR EXPANDING METAL BRACELET\*\*\*

	ARTS, CRAFTS & DIY	
CODE:	PRODUCT	PRICE
INFILA	Automatic Needle Threader  Helps you to thread a needle easily and simply.	£ 6.00
DH465	Tactile Tape Measure – Metric  Made of plastic-coated fabric. 150cms long.  Marked with round eyelets at every centimetre  – with a double eyelet at every 10cms.	£ 7.00
DH466	Tactile Tape Measure – Imperial 60 inches long. Inches and half inches marked with round eyelets. Feet marked with double eyelets.	£ 7.00

	GAMES		
CODE:	PRODUCT	PRICE	
GC11U	Large Print with Braille Playing Cards		
<u>GC11R</u>	(Blue or <u>Red</u> )		
	Blue or red backed large print playing cards which are	£ 5.85	
	embossed in uncontracted braille. The denomination	~ 0.00	
	and suit are located at the top left and bottom right		
0010	corners. Characters measure 1.5cm.		
GC12	Large Print Playing Cards (Blue or Red)	0.00=	
<u>GC13</u>	Extra-large numbers on a standard sized card.	£ 6.85	
0007	Characters measure 3.2cm (1.25 inches) in height.		
GB87	Easy-To-See Dominoes (with indented black dots)		
	Double six, 28 piece set. The indented dots on these		
	dominoes make them easy to identify and the two	£ 12.00	
	halves are separated by an easy-to-see black line and tactile gold marker. Presented in a wooden box.		
	Domino measures 5cm by 2.5cm.		
GB92	Large Print Scrabble		
3202	Board has larger squares and enhanced colours to		
	make it much easier to read and the tiles now sit		
	snugly within their squares. The tiles are 16 point font,	£ 41.00	
	and measure 24mm square. The board has a built in		
	stand for easy rotation and the game comes supplied		
	with a large print user guide.		
DIARIES			
CODE:	PRODUCT	PRICE	
		PRICE	
DS0224	Big Print Desk Diary 2024*		

DIARIES			
CODE:	PRODUCT	PRICE	
DS0224	Big Print Desk Diary 2024* One week per two-page spread with space for notes. Also includes section for important phone numbers and special occasions. Size: 20.5 x 22.5 x 1.5cm. Font sizes: months 28pt, dates 36pt, diary text 22pt, general info text minimum 16pt.	£ 11.35	
VIP-PD24	A6 VIP Pocket Diary 2024*  Each double page is a week to view and has perforated corners to help keep track of pages.  Contact details page, forward planner and spare pages for notes.	£ 6.50	

CALENDARS			
CODE:	PRODUCT	PRICE	
DS0324	Big Print Wall Calendar 2024* A3 sized calendar with month to view on one complete page in two columns. Bank Holidays listed by the date. Weekends are marked with white print on black and rest of the week in big bold black print. Font sizes: months 60pt, dates 60pt, diary text 19pt, general info text 28pt.	£ 8.00	
DS0524	Big Print Foldaway Calendar 2024* This calendar can be hung on the wall or kept folded like a book (folds out to A3 size). Each month is presented in a grid format. Bank Holidays listed next to their date and notes can be added in the spaces provided. Font sizes: months 60pt, dates 70pt, diary text 17pt, general info text 24pt.	£ 8.50	
*Next Years Diaries & Calendars available from September			

STATIONERY			
CODE:	PRODUCT	PRICE	
DW54	Berol Colour Broad or Fine Pens (pack of 3)		
<b>DW55</b>	Black fibre tipped pens (washable ink).	£ 2.20	
	1.7mm / 0.6mm pen tips.		
DW16	A4 Writing Pad - White, lines 1.3cm apart 100 sheets of white paper with thick black lines.	£ 9.20	
DW49	A5 Writing Pad, lines 1.3cm apart	£ 6.75	
DW13	A5 Writing Frame Blue		
	Strong cardboard frame with fixed lines to help guide	£ 5.50	
	your writing. 12 lines, space between lines 1.2cm.		
DW14	A4 Writing Frame Blue	£ 6.50	
	17 lines to guide your handwriting.	2 0.50	
DW56	Signature Guide	£ 1.40	
	Helps you get your signature in the appropriate place.	2 1.70	
DW44	Envelope Guide		
	The black frame has five cut-out lines to guide you as	£ 1.40	
	you write an address.		
DS10	Big Print Address Book		
	Wipe clean orange cover. Has tabbed letter dividers	£ 12.00	
	with heavier textured paper to help distinguish	~ 12.00	
	between the pages.		

## **Ordering Information**

#### Placing your order

To place an order please contact us using the details below:

**Tel:** 01243 838 002

Email: sales@4sight.org.uk

Address: 4Sight Vision Support, Bradbury Centre, 36 Victoria Drive,

Bognor Regis, West Sussex, PO21 2TE

#### **Payment**

We accept Debit / Credit Card or you can pay via Cash or Cheque. It is also possible to pay invoices by Electronic Bank Transfer.

#### Special orders

We may quote extended delivery times, outside of our standard terms and conditions for these products; for further details please contact us.

#### Our pricing

All prices are subject to change and are correct at time of publishing. For the latest prices please call us on 01243 838 002.

#### **Buying from 4Sight Vision Support**

A contract starts between us when we accept your order. Your statutory rights are not affected by our terms and conditions.

All the money we make through selling products supports our vital work helping people with sight loss.

#### **Delivery**

We will make every effort to dispatch your order within seven to fourteen working days (special order items may be subject to a longer waiting period 6-8 weeks), subject to availability. We send many of our items by freepost under the "Articles for the Blind" scheme so you will not be charged postage. This free scheme offers no guarantees of delivery or insurance. For some heavy and high value items, and those containing lithium batteries, you may be charged a courier fee, which is included in the list price.

Packages from us will include an "invoice" which details your order. Check this against the actual contents and alert us within seven working days of receipt about any discrepancies.

If you do not receive your goods, or are not advised of a delay, within 15 working days of placing your order, please contact us.

#### Right to cancel

If you need to change details of your delivery address, remove items from your order or cancel it completely, please contact 4Sight Vision Support on 01243 838 002.

If your order has already been despatched or delivered, then you'll need to follow our Returns procedure in the event of any unwanted products.

4Sight Vision Support complies with all trading legislation covering consumer protection and distance selling. Therefore, you have the right to cancel your order before you have received the goods or within 14 days of receipt of goods. Once we have received the items back, we will refund the full purchase price to you (where applicable).

There are exceptions to returning some items if unsuitable, so please check the section Guarantee exceptions unless faulty below if in any doubt please speak to us.

You will need to take care of the goods while they are in your possession and return them to us safely in a complete and saleable condition.

If goods are returned in poor condition, 4Sight Vision Support reserves the right to charge you for the purchased item.

#### **Returning goods**

Contact us to return goods within:

- 14 days if they are not suitable
- we request you contact us within 7 days if goods are faulty or damaged on delivery

When you call us, we will log that your order is being returned. To help us deal with your return without delay, please include a note with your name and address inside the parcel.

We may ask you to return a product to one of our partners and we'll provide you with the information you need when you call.

All products are returned to us at your own risk and cost, unless faulty and within warranty. You are strongly advised to get proof of postage. If your return is lost in the post then you'll need to contact the carrier to pursue their claims procedure.

We do not refund the cost of returning unsuitable items via courier, but by doing so you are insured against loss or damage with them.

Where a product is delivered by one of our preferred partners and you want to return it you may be charged a courier fee due to the weight.

#### **Faulty goods**

Products are guaranteed for a minimum of 12 months. Some items have a longer guarantee (this is normally stated within the accompanying instructions); please ask if you would like more information. If your item is faulty, contact us within this stated guarantee period from the date of purchase). We will return it to the supplier who will assess the fault. The decision on action could be repair, replace, refund or return to you, if no fault is found. Outside of the guarantee period we may be able to advise you on repair services.

#### **Guarantee exceptions unless faulty**

Some products cannot be returned unless faulty including:

- for hygiene and safety reasons; healthcare and kitchen items
- special order, bespoke products that are not part of our standard range and have been specifically built for you.

#### **Complaints and feedback**

If you wish to make a complaint, provide feedback or get further information or clarification about a product or these terms and conditions, please contact us on 01243 838 002, or email sales@4sight.org.uk.

You can also write to us at:

4Sight Vision Support, Bradbury Centre, 36 Victoria Drive, Bognor Regis, West Sussex, PO21 2TE

#### 4Sight Vison Support Centres / Product Viewing

If you would like to make an appointment to view any of the products listed or for any other enquiries please contact your nearest centre.

# **Bognor Regis Vision Support Centre** (Head Office)

**Address:** Bradbury Centre, 36 Victoria Drive,

Bognor Regis, West Sussex, PO21 2TE

Main Tel: 01243 828 555

**Email:** enquiries@4sight.org.uk

#### **Shoreham Vision Support Centre**

Address: First Floor, The Shoreham Centre, 2 Pond Road,

Shoreham-by-Sea, West Sussex, BN43 5WU

**Tel:** 01273 454 343

**Email:** shoreham@4sight.org.uk

#### Find 4Sight Vision Support on:

facebook: 4SightVS

X twitter / X: @4SightVS

instagram: 4SightVS

# www.4sight.org.uk



#### QR Code to our website

Requires a compatible smartphone with QR code reader. Mobile network / wifi charges may apply.

Charity No: 1075447 Company No: 03740647