

**4 Sight**  
vision support



# **Product Catalogue**

## **April 2026**

**The list prices shown are subject to change.  
Please contact our Service Delivery Team  
for current pricing.**

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Last updated: 23/03/26

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# NEW & BEST SELLERS!

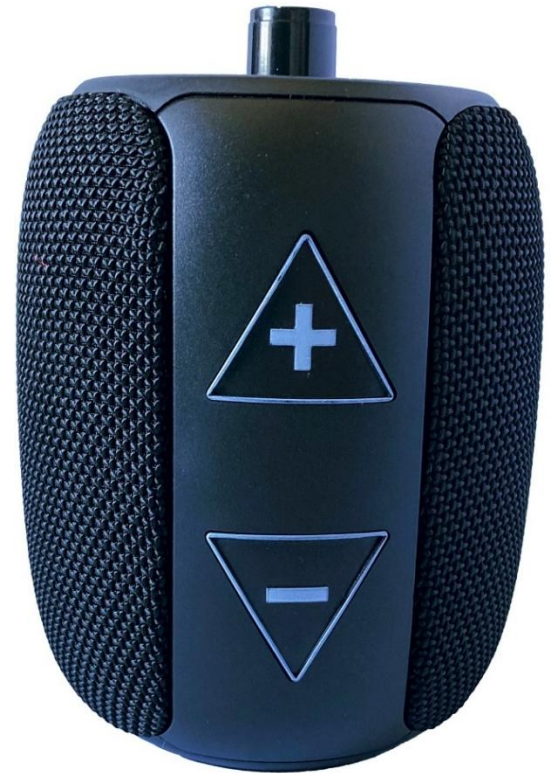
## RNIB ACCORD 2 USB PLAYER

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

- Power and volume are controlled by a 1×1cm knob which clicks to indicate power on and off
- Bluetooth 5.3 connectivity (10 metres+ range)
- Plays MP3 and WMA files (up to 32GB USB stick)
- Large, tactile controls with high contrast markings
- Chapter / track skip function (forwards and backwards)
- Book skip (forward) function
- Automatic bookmarking (up to 10 bookmarks – one per USB stick)
- USB-A port on top of device to read USB sticks
- MicroSD slot for additional input
- 3.5mm jack for headphones (not for use with Bluetooth headphones).
- Lanyard attached for security when carrying
- Size: 90mm diameter × 110mm high
- Weight: 384g (13.55oz)

### Battery information

- Rechargeable 2000mAh Lithium battery
- Charges in 2.5-4 hours
- Playing time without recharging: five to six hours
- Battery low indication (voice announcement)
- Automatic standby after 15 minutes of no activity, press any button to resume playback
- DC 5V USB-C port for wired charging. Can be used with USB Charger Plug (HT376) or a 5V mobile phone charger
- One 1 metre USB-C to USB-A cables supplied



**PRICE - £66.00**



## 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 dots)

**PRICE - £2.20**



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

**PRICE - £1.50**

## 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 - £2.30**

## NEW! DAYLIGHT DUOPRO FLOOR LAMP

Double your brightness with the DuoPro Floor Lamp. This bright and flexible lamp offers two shades enabling a larger illuminated area for you to work with ease. Use the individually pivoting heads and flexible arm to direct the light exactly where you need it. Adjust the brightness on each shade to help you see details and colours clearly with the lamp's high quality daylight LEDs and 95+ CRI. Ideal for hobbies, craft work and reading.



- Product colour: White/Grey
- Colour temperature: 6,000k (daylight white light)
- Ma Lux: 2100 at 30cm
- Anti-glare shades with touch switch dimmers with choice of 4 brightness levels; the brightness of each shade can be adjusted independently
- Individually pivoting head joints and soft touch flexible arm directs light where you need it
- Height 132cm approx. (Flexi Neck Height: 38cm)
- Flexi Arm Reach: 27.5cm (x2)
- Cable length: 1.5 metres
- Energy Consumption: 14W
- Weight: 2.3kg
- High quality daylight LEDs and 95+ Colour Rendering Index (CRI). 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 - £53.00**

## LARGE PRINT KEYBOARD STICKERS

- High contrast vinyl keyboard stickers
- Printed letters in 36pt 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 - £6.00**

## 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 - £50.00**

## 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 × 13mm thick

### **Ladies case size:**

32mm diameter × 12mm thick



**PRICE - £34.00**

## LIQUID LEVEL INDICATOR

- Orange finish makes it stand out amongst other kitchen items
- Helps prevent spillages when filling cups, mugs and glasses
- Emits loud warning sound and vibration when liquid reaches first sensor probe. Longer warning and vibration when it reaches the second probe.
- Sound level 93.8db (at 3cm)
- Suitable for hot or cold drinks
- Magnetic – attach to the fridge or other magnetic surface
- Water-resistant rubber seal battery cover
- 1x CR2032 battery (supplied)



**PRICE - £14.50**

## 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



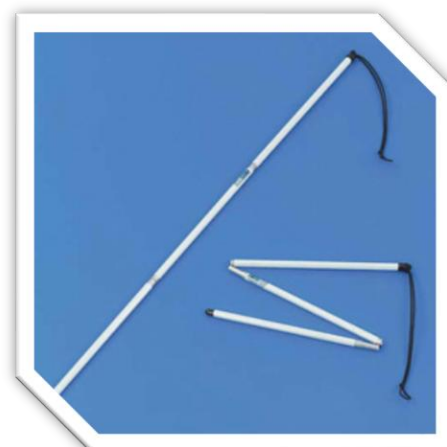
**PRICE - £13.00**

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

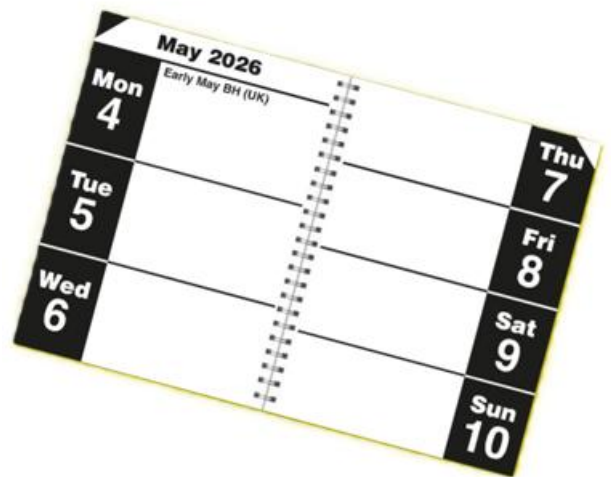


**PRICE - £23.10**

## A6 VIP POCKET DIARY 2026

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



**PRICE - £6.50**

## PSS LAPEL BADGES

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

Available with the words 'PARTIALLY SIGHTED' or 'I AM BLIND'



**PRICE - £2.50**

## PLAYING CARDS WITH GIANT NUMBERS

- Giant indices on standard bridge sized cards (89 × 58 mm)
- 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
- These cards have blue or red backs



**PRICE - £5.25**

# LIGHTING

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>DH460</b>	<b>ZigZag Portable Folding Light</b> Portable LED light with 3 brightness settings (remembers last setting used). Rechargeable battery provides up to 8 hours of use. Comes with USB-C to USB-A lead (USB mains adapter available separately Code: HT376). 400 lux at 30cm. Colour Temperature: 5,500k (daylight white light).	<b>£ 61.25</b>
<b>D35070</b>	<b>Daylight Twist 2 Desk Lamp</b> 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).	<b>£ 55.00</b>
<b>D35090</b>	<b>Daylight Twist 2 Go Portable Lamp</b> 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.	<b>£ 72.50</b>
<b>D35050</b>	<b>Daylight Foldi-Go Portable Desk Lamp</b> 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 & USB cable. 6000k.	<b>£ 75.00</b>
<b>DN1560</b>	<b>Daylight DuoPro Floor Lamp</b> Bright and flexible lamp with two shades. Individually pivoting heads and soft touch flexible arm to direct the light exactly where you need it. 4 brightness levels on each shade. daylight LEDs and 95+ CRI. 6000k	<b>£ 53.00</b>

# COMPUTING & TECHNOLOGY

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>HT376</b>	<b>USB Charger Plug</b> Allows device such as rechargeable lights and USB players to be charged via a mains outlet.	<b>£ 11.50</b>
<b>HK51</b>	<b>Large Print Black on Yellow Keyboard Stickers</b> Black letters in 36pt font (9mm high) on yellow background. Suitable for both laptop or desktop keyboards. PC or Mac (not suitable for MacBook Air)	<b>£ 6.00</b>
<b>HK52</b>	<b>Large Print Black on White Keyboard Stickers</b>	<b>£ 6.00</b>
<b>HK53</b>	<b>Large Print White on Black Keyboard Stickers</b>	<b>£ 6.00</b>

# TV & AUDIO

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>162411</b>	<b>MaxTV Glasses</b> Glasses designed for television viewing. Each eye lens can be focused separately. Magnification 2.1x.	<b>£ 52.50</b>
<b>DH494</b>	<b>RNIB Accord 2 USB Player*</b> USB player and Bluetooth speaker. Plays MP3 and WMA files. Large, tactile controls. Chapter & Book skip function. Automatic bookmarking. MicroSD slot for additional input and software updates. 3.5mm jack for headphones. Lanyard attached for security when carrying.	<b>£ 66.00</b>
<b>DH498</b>	<b>RNIB Communiplayer USB Player*</b> Playback MP3, DAISY and audio via Bluetooth. Clear contrasting tactile buttons; white buttons on black casing. Automatic bookmarking (up to 20 sticks). 3.5mm mini headphone jack. Battery life 8 hours. Supplied with a USB-C to USB charger cable, charges fully in four hours.	<b>£ 49.00</b>

**\*Players can be charged via mains using USB Charger Plug (HT376)**

# PHONES

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>BT200</b>	<b>BT200 Big Button Corded Telephone</b> 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.	<b>£ 35.00</b>
<b>BT4600</b>	<b>BT4600 Cordless Big Button Phone</b> Has the capability of storing 100 contacts, hands-free speaker with volume control, answer machine with up to 60 minutes recording time.	<b>£ 55.00</b>
<b>BT4600TWIN</b>	<b>BT4600 Dual Pack of Cordless Phones</b> Base unit and one additional handset.	<b>£ 85.00</b>
<b>BT4600TRIO</b>	<b>BT4600 Triple Pack of Cordless Phones</b> Base unit and two additional handsets.	<b>£100.00</b>

# KITCHEN

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>DK203</b>	<b>Water Boil Alert Disc</b> Place in the bottom of a pan and it will rattle when water starts to boil. Not suitable for use with milk.	<b>£ 7.25</b>
<b>LQL1</b>	<b>Liquid Level Indicator</b> 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.	<b>£ 14.50</b>
<b>4S-KSCL</b>	<b>Cobolt Talking Kitchen Scale</b> Weighs up to 5kg in 5gm steps Metric or 11lbs in 1/2oz steps. Secure bowl with non-slip feet. Mains or battery powered.	<b>£ 54.00</b>
<b>DK202</b>	<b>Talking Kitchen Scale with Easy-To-See Jug</b> LCD Display and English male voice. Announces weight in grams, pounds and ounces. Liquid measures announced in millilitres, fluid ounces and pints. Tare function allows you to zero measurements before adding more ingredients. Capacity 5kg/11lbs.	<b>£ 51.50</b>
<b>DK199</b>	<b>Easy To See Measuring Jug with Braille Tactile Gauge</b> Capacity 1300ml / 2.25 pints. Gauge has tactile and braille markings for millilitres and fluid ounces	<b>£ 22.00</b>
<b>DK152G</b>	<b>Braille Gauge for DK202</b> Fits over the rim of easy-to-see measuring jug (part of DK202)	<b>£ 5.50</b>
<b>DK76U</b>	<b>Dycem Grip-it Jar Opener Blue</b> Increases your grip and helps you to open stubborn jars. Fits all sizes of jars. Diameter: 11.8cm, Depth 4cm.	<b>£ 6.25</b>
<b>4S-PGRED</b>	<b>Plastic Plate Guard (Red)</b> Ensure food remains on plate by attaching a circular plate surround.	<b>£ 7.00</b>

# HEALTH & EYE CARE

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
	<b>All "U" frames are also available in Large "L"</b>	
<b>F17#U</b>	<b>91% Clear - Economic - Medium Fit Over</b> Clear. Provides total ultraviolet protection with no reduction in visibility.	<b>£ 13.00</b>
<b>F21#U</b>	<b>28% Grey - Economic - Medium Fit Over</b> Medium Grey. Soothing colour. Excellent glare protection. UV protection.	<b>£ 13.00</b>
<b>F22#U</b>	<b>11% Grey - Economic - Medium Fit Over</b> Dark Grey. Offers a comfortable, true colour rendition and may assist with glare. UV protection.	<b>£ 13.00</b>
<b>F40#U</b>	<b>18% Amber - Economic - Medium Fit Over</b> Popular colour for light sensitivity. It offers UV and blue light protection and can help to reduce glare.	<b>£ 13.00</b>
<b>F57#U</b>	<b>77% Yellow - Economic - Medium Fit Over</b> The yellow filter has the potential to enhance contrast, improve visual acuity and brighten images. UV & blue light protection.	<b>£ 13.00</b>
<b>***OTHER COLOURS AND FRAME STYLES AVAILABLE*** PLEASE ASK FOR MORE DETAILS</b>		
<b>A81 W/B</b>	<b>Sun Visor White or <u>Black</u></b> Fabric sun visor with adjustable headband. Choice of white or black.	<b>£ 7.00</b>
<b>DH75</b>	<b>AutoDrop Eye Drop Guide</b> Clips onto the majority of eye-drop bottles making it easier to put eye-drop solution into the right place.	<b>£ 10.80</b>
<b>4S-BSCL</b>	<b>Cobolt Talking Bathroom Scale</b> Speaks your weight in stones & pounds, pounds only or kilos.	<b>£ 47.00</b>

# SYMBOL ITEMS

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>MS 20/22/ 23/25</b>	<b>Symbol Cane 70 / 85 / 100 / 105 cm</b> Reflective, lightweight aluminium folding cane to indicate visual impairment.	<b>£ 23.10</b>
<b>A09L</b>	<b>PSS Lapel Badge - PARTIALLY SIGHTED</b> Lapel badge bearing the symbol of visual disability.	<b>£ 2.50</b>
<b>A09B</b>	<b>PSS Lapel Badge - I AM BLIND</b>	<b>£ 2.50</b>

# LABELLING

CODE :	PRODUCT	PRICE
<b>DL25</b>	<b>Orange BumperStops (strip of 18)</b> Round flathead tactile self-adhesive dots. A simple way to mark everyday items such as the settings on domestic appliances.	<b>£ 2.00</b>
<b>DL14</b>	<b>Bump-ons Large Dome Clear (strip of 14)</b>	<b>£ 2.20</b>
<b>DL107</b>	<b>Bump-ons Flat Square Black (strip of 9)</b>	<b>£ 1.50</b>
<b>DL40 <u>A</u></b>	<b>Tacti-Marker Orange or <u>Black</u></b> Ideal for marking appliances, clothing, paper, metal or hard plastic (not suitable for use on flexible plastic).	<b>£ 6.00</b>
<b>DL128</b>	<b>PenFriend 3 Audio Labeller</b> 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.	<b>£103.00</b>
<b>DL 123/124/ 125/126/127</b>	<b>PenFriend Additional Tactile Labels Packs A-E</b> 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.	<b>£ 20.50</b>

# CLOCKS & WATCHES

CODE :	PRODUCT	PRICE
<b>CC89</b>	<b>Big Button Talking Clock</b> Compact design (70mm Diameter). Speaks time & date in English male voice. Alarm with announce setting.	<b>£ 22.00</b>
<b>CC53</b>	<b>Communiclock</b> 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).	<b>£ 50.00</b>

# CLOCKS & WATCHES continued...

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>CC53AC</b>	<b>Communiclock Adaptor</b> Allows Communiclock to be powered via mains.	<b>£ 11.00</b>
<b>4S-RACLOCK</b>	<b>Talking Radio Controlled Analogue Clock</b> The clock has a large analogue display as well as hourly chime function, LED backlit display and 5 daily alarms with snooze function. Choice of male or female voice. It has a volume control with 5 levels of adjustment.	<b>£40.00</b>
<b>CC83</b>	<b>Talking Keychain   Pocket Clock</b> Speaks time & date in male voice. Alarm with announced settings. 5cm x 5cm x 1cm.	<b>£ 13.50</b>
<b>W6 (st or x)</b> <b><u>W6J (st or x)</u></b>	<b>W6 / <u>W6 Jumbo</u> Easy-To-See Watch (With Strap or Bracelet)</b> Quartz watch with a clear easy to see display. Available with leather strap or a gold-plated expanding bracelet with a stainless-steel back. W6 Case size: 34mm diameter. Also available in <b>JUMBO</b> size: 37mm diameter.	<b>£ 16.00</b>
<b>W15 G/L</b> <b>(st or x)</b>	<b>W15 Gents / <u>Ladies</u> Talking Watch (With Strap or Bracelet)</b> Female voice. Available with leather strap or expanding bracelet - announce time only. No alarm or hourly report.	<b>£ 34.00</b>
<b>407GL 407GB</b> <b><u>407LL 407LB</u></b>	<b>Talking Atomic Watch Gents / <u>Ladies</u> (With Strap or Bracelet)</b> Male voice. Announces Time and date. Option for alarm & hourly report. Automatically updates for daylight savings.	<b>£ 45.00</b>

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

## ARTS, CRAFTS & DIY

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>INFILA</b>	<b>Automatic Needle Threader</b> Helps you to thread a needle easily and simply.	<b>£ 5.00</b>
<b>DH466</b>	<b>Tactile Tape Measure, 60 inches</b> Inches and half inches marked with round eyelets. Feet marked with double eyelets.	<b>£ 7.00</b>

# GAMES

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>GC11U</b> <b>GC11R</b>	<b>Large Print with Braille Playing Cards (Blue or Red)</b> Blue or red backed large print playing cards which are embossed in uncontracted braille. The denomination and suit are located at the top left and bottom right corners. Characters measure 1.5cm.	<b>£ 7.25</b>
<b>A43B</b> <b>A43R</b>	<b>Playing Cards with Giant Numbers (Blue or Red)</b> Giant text on a standard bridge sized card. Available with red or blue backs.	<b>£ 5.25</b>
<b>GB108</b>	<b>Easy-To-See Dominoes (with raised dots)</b> Double six, 28 piece set. The white dominoes have raised black dots making them easy to identify and a tactile ridge divides the two halves. Supplied in a plastic case. Domino measures 4.9 x 2.6 x 0.8cm (1.9 x 1 x 0.3 inches).	<b>£ 19.50</b>
<b>GB92</b>	<b>Large Print Scrabble</b> 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, 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.	<b>£ 41.00</b>

# DIARIES

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>DS0226</b>	<b>Big Print Desk Diary 2026*</b> 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.	<b>£ 12.00</b>
<b>VIP-PD26</b>	<b>A6 VIP Pocket Diary 2026*</b> 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.	<b>£ 6.50</b>

# CALENDARS

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>DS0326</b>	<b>Big Print Wall Calendar 2026*</b> 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.	<b>£ 8.75</b>
<b>DS0526</b>	<b>Big Print Foldaway Calendar 2026*</b> 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.	<b>£ 9.75</b>

**\*Next Years Diaries & Calendars available from September**

# STATIONERY

<b>CODE :</b>	<b>PRODUCT</b>	<b>PRICE</b>
<b>DW54</b> <b>DW55</b>	<b>Berol Colour Broad or <u>Fine</u> Pens (pack of 3)</b> Black fibre tipped pens (washable ink). 1.7mm / 0.6mm pen tips.	<b>£ 2.30</b>
<b>DW63</b>	<b>A4 Writing Pad - White, lines 1.3cm apart</b> 100 sheets of white paper with thick black lines.	<b>£ 6.00</b>
<b>DW67</b>	<b>A5 Writing Pad, lines 1.9cm apart</b>	<b>£ 5.50</b>
<b>DW70</b>	<b>A4 and A5 Writing Frame Pack</b> Strong cardboard frame with fixed lines to help guide your writing. A5 - 12 lines, space between lines 1.2cm. A4 - 17 lines to guide your handwriting.	<b>£ 17.25</b>
<b>DW56</b>	<b>Signature Guide</b> Helps you get your signature in the appropriate place.	<b>£ 1.50</b>
<b>DW07</b>	<b>Notepaper and Envelope Guide</b> The black frame has five cut-out lines to guide you as you write an address.	<b>£ 4.25</b>
<b>DS10</b>	<b>Big Print Address Book</b> Wipe clean orange cover. Has tabbed letter dividers with heavier textured paper to help distinguish between the pages.	<b>£ 12.00</b>

# 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 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 a “despatch note” 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](mailto: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 Vision 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

**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

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