



FAQs

How long is this offer available?

We will be running our Summer Holiday Offer until Friday 8 July. Orders MUST be placed before this date and include the discount code corresponding to your selected delivery week for the discount to be applied.

Who do I contact if I have an issue with an order?

If you have any queries please do not hesitate to get in touch with our Customer Services team who will be happy to help on 0116 265 7901.

I'm new to ESPO, can I use this offer?

Of course – just ensure your school has registered and been approved for an ESPO account, then follow the instructions to start saving! If you do not yet have an ESPO account, you can register for one [here](#).

Is this discount available on all products?

This offer includes stock items from our 2022/23 catalogue range but excludes all products with a code including prefix A, X or N, clearance products and product codes 220604, 221473, 22060P. Please note that copier paper is limited to ten boxes per order unless otherwise specified on the webpage.

Can I use this offer more than once?

This offer can be used for multiple orders as long as they are placed before Friday 8 July. Please ensure you have included the discount code corresponding with your chosen delivery week on each order.

[Terms and conditions apply for this offer](#)

Deliveries

Why do I need to let you know our availability?

As this discount is only applied when deliveries are accepted in the summer holidays, we know that your school may not be open for the entire break. We ask that you let us know your availability so we can deliver to you at the earliest convenience, meaning your orders are ready for the new school year!

Why do I need to add contact details?

As most schools do not operate throughout the summer holidays, we appreciate that there may not be many members of staff onsite throughout the holiday period. To avoid our drivers turning up when no one is around, we ask for contact details to ensure there is someone contactable should there be an issue with delivery.

Please note that we reserve the right to remove the 7.5% discount from orders if there is no one at the location to accept deliveries during the week you have selected. Where possible, please ensure that a mobile number is used and that the person will be contactable throughout the day.

When can I expect my delivery?

Whilst we aim to deliver on your normal delivery day/s during the week you have selected, we cannot always guarantee your delivery will be made on these days. Delivery will be made within the week you have selected. Please note: any items that are not in stock when the order is dispatched will be delivered as soon as available.

Returns

How do I return a product?

You can complete this [online form](#) if you would like to request a return.