

# The Paperchain Partnership

The above, is the philosophy of us all, at The Paperchain Partnership, we just love to help.

The Paperchain Partnership is a customer focused office solution company with the sole objective of providing each of its clients with an unparalleled level of service, coupled with the most competitive prices.

The Paperchain Partnership has been built using a combination of traditional personal service and today's modern technology. We make buying office products as easy and hassle free as possible.

The Paperchain Partnership was established in 1992 and is now partnered with a £400 million organisation, which has distribution centres in every major city in the UK and Ireland. We can supply everything you need for today's busy office, from a paper clip to the latest digital equipment; we also offer a complete design and installation service for a new office layout.

The Paperchain Partnership prides itself on impartial help and advice combined with excellent buying power, knowledge and commitment to personal attention, giving us an edge over our competitors.

# The Paperchain Partnership

## Our Commitment to you

- ❖ *Your interest will come first at all times*
- ❖ *You can expect excellent service combined with Personal care from a dedicated account manager*
- ❖ *We will develop a close, long-term working relationship to add value to your business by being proactive and responsive at all times*
- ❖ *It is important to us to maintain a high standard of integrity, reliability and above all confidentiality*
- ❖ *Our two deliveries a day helps you to meet deadlines, whilst keeping costly stock to a minimum*
- ❖ *We will give realistic quotes with flexible charging structures for non contract lines and bulk buys*
- ❖ *We invest in training for our team of staff to maintain and enhance our internal skills – you will always speak to a human – not a machine*
- ❖ *Our uniformed delivery drivers are happy to put your stationery in a desired location to avoid heavy lifting*
- ❖ *Our internet system is flexible to your individual requirements and will enable you to obtain all the reporting necessary to run a hassle free facilities operation*

# The Paperchain Partnership

## Benefits to YOU

- ☑ *Your needs are put first: we tailor our services and systems to match your requirements.*
- ☑ *All your business and office products supplied from one experienced company helping you reduce transaction costs and save time.*
- ☑ *Free impartial advice from experienced knowledgeable staff, who understand your needs.*
- ☑ *Free delivery, next day, nationwide. Local deliveries made direct to your desktop by our own uniformed delivery team.*
- ☑ *We only deal with quality suppliers. All our major suppliers are accredited to BS/EN/ISO 9000*
- ☑ *Personal service to give you the best service.*
- ☑ *E-commerce trading available.*
- ☑ *Payment options available including purchase cards, credit cards, accounts.*

# The Paperchain Partnership

## Office Products

- ☑ *Everything you need for the smooth running of your office, all from major suppliers at competitive prices.*
- ☑ *Over 20,000 products.*
- ☑ *Distinctive own label range offering the best value for money for all your everyday office needs.*
- ☑ *Specials service to help you find exactly what you are looking for. We love the challenge of sourcing the unusual for you.*
- ☑ *Free next day delivery anywhere in the UK mainland.*
- ☑ *Ordering is easy: by phone, fax, post or e-commerce.*
- ☑ *Electronic catalogues.*
- ☑ *Information to help you manage your business, control your costs and reduce transaction costs.*

# The Paperchain Partnership

## Office Machines

- ☑ *Professional advice to help you choose the right products for your office.*
- ☑ *Latest technology, from leading manufacturers.*
- ☑ *Printers, Scanners, Dictation equipment, Fax machines, Projectors, Kitchen equipment and more!*
- ☑ *Comprehensive range of supplies available for all machines.*
- ☑ *All machines carry a 12-month guarantee or warranty.*

## Office Furniture

- ☑ *Our ranges have been selected to offer the highest quality and best value for money in their price sector.*
- ☑ *We can handle everything from a single chair to a complete refurbishment or whole new department.*
- ☑ *Vastly experienced team to advise you and help you select the products for your office.*
- ☑ *Free planning service for any project.*
- ☑ *Free installation by experienced fitters.*
- ☑ *Free delivery nationwide.*

# *The Paperchain Partnership*

## *Print and Design*

*From business cards to letterheads to business forms. Free quotations. Fast turnaround.*

## *Promotional and Business Gifts*

*When you need a business gift for an exhibition or conference give us a call.*

*Our product selection has been selected for quality and value. From pens to the finest crystal, whatever your requirements or budget, we have products to suit.*

## *Facilities Management*

*Those items that are essential to the smooth running of your business from Tea and Coffee to Screwdrivers to First Aid Kits to Janitorial. All delivered free, next day with you other office needs. One order, one invoice, one delivery, all from one supplier.*

# The Paperchain Partnership

## E-Commerce

- ☑ *Putting you in control. Saving you time and money*
- ☑ *Your system bespoke to your individual business.*
- ☑ *Free installation, Free support, Free training.*
- ☑ *Keep track of:*
  - *Who's buying.*
  - *What's bought.*
  - *How much has been spent.*
- ☑ *Order on the Web, by Fax, by Phone, by Post.*
- ☑ *Bespoke pre-printed order forms available.*
- ☑ *Free next working day delivery for all orders.*
- ☑ *Delivered direct to your end user, not left in reception, by our own uniformed delivery team.*
- ☑ *Satisfaction guaranteed with our no-quibble returns policy.*
- ☑ *Invoicing to suit your needs – monthly by Department or Group, invoice per delivery/order – you choose.*
- ☑ *Information on purchasing pattern, how you need it, showing who's buying, what's been bought etc, etc.*

# The Paperchain Partnership

## Testimonials



*Tetley GB Limited*

*“Of all the Stationery Suppliers I have dealt with in my time I have found Paperchain stand out from the rest with their excellent service”*

*“I have no hesitation in recommending The Paperchain Partnership”*

Sophia Psaradakis  
Facilities  
Tetley GB Limited

*Johnson & Johnson*

*“All the sales staff are friendly and professional and ordering is extremely easy, particularly by telephone and the also desk-drop to make our lives easier”*

Pam Smith  
Customer development Department  
Johnson & Johnson Consumer UK Ltd