

EASTERN SHIRES PURCHASING ORGANISATION

A Local Authority Purchasing and Distribution Consortium

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Your Ref:

My Ref: Pj4-121-ss

This matter is being dealt with by:

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Competition & Services

265 7857

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Dear Customer,

Improved Discounts for Books and Publications

I am pleased to be able to advise you of improved discounts for books and publications that will now be available for orders placed against our new Dealing Direct Contract. Contract '376 ESPO' has been established with Waterstones, the well known and respected book supplier.

Waterstones offer the following discounts from list price:-

Discount	Product
20%	UK text books, UK reading (library) books, Maps
15%	Education software, CDs/DVDs/VHS
5%	Imported books

In addition should you place a single order worth more than £1,000, Waterstones will give you a further 1% discount. There is no minimum order value or carriage charge.

Having explored the market place, we find that we are now able to offer these discounts, which represent improved terms to those currently available from ESPO.

Unfortunately, therefore the operation of the ESPO Book Distribution Centre will cease at the end of January 2006. Our thanks go to all staff who have provided this service to you, which is not transferring to the new ESPO Distribution Centre at Barnsdale Way, Grove Park, Enderby, Leicester, LE19 1ES, the new address for all other operations of ESPO from 13th February 2006.

Orders should now be placed directly with Waterstones, Leicester, who will despatch the goods to you, and also invoice you directly. Orders can be placed by post, fax or e-mail and in person at any Waterstones branch. Please see ordering and contract information overleaf.

It is intended that any currently outstanding Book orders from you will be supplied through ESPO, unless we advise you to the contrary, and any specific queries concerning these orders should still be directed at the current Book Section enquiry number (0116) 265 7912.

Should you have any queries regarding the new contract with Waterstones '376 ESPO' please contact Steve Burton, Competition and Services on (0116) 265 7857 or e-mail s.burton@espo.org

The decision has been taken that the new Book Supply contract will not include for the provision of periodicals and other subscription publications. It is felt that customers will receive a more economical price by contacting the relevant publication directly than would be available through traditional subscription service providers.

ESPO would like to take this opportunity to thank you for your previous custom of the Book Centre.

Yours faithfully

Ken May
Director



INVESTOR IN PEOPLE



Supply of Books and Other Materials to Schools and Colleges

This contract is designed for use by any Customer of the Consortium who has a requirement for Books, CDs, DVDs, and VHS, Maps and Educational software and provides improved discounts from those previously supplied by the ESPO Book Centre. ESPO will continue to supply a limited number of books and dictionaries - see catalogue for details.

Please send your order to:	Contact: Jon Wilkins
Waterstones Booksellers Ltd	Delivery: 5–10 working days
26 Market Street	No minimum order value
Leicester	www.waterstones.co.uk
LE1 6DP	
Tel: 0116 254 5858	
Fax: 0116 254 1049	
E-mail: enquires@leicester-marketstreet.waterstones.co.uk	

- **Discounts** - the following rates apply:

Discount	Product
20%	UK text books, UK reading (library) books, Maps
15%	Education software, CDs/DVDs/VHS
5%	Imported books

- **Setting up your account**

Accounts must be set up with the Leicester branch of Waterstones. The account will be opened when you place your first order. However it is possible to open an account and then use the details to purchase items in person from any Waterstones branch.

At the time of opening the account please specify the invoice address if this is different to the delivery address.

- **Ordering**

All orders should be sent to the Leicester branch of Waterstones using your own standard order forms. Please ensure your contact details are clearly indicated (i.e. name, address and telephone number) and **your order is marked '376 ESPO'** so Waterstones apply the correct discount.

Invoices will be included with the order where the delivery and invoice address are the same, or dispatched following delivery to the invoice address if specified. Invoices will detail the discount you have received.

Items are available for viewing on the website indicated above but any orders placed on this site will be fulfilled by Amazon and **will not** be subject to the ESPO contract discounts. **The website is intended for search purposes only.**

Once an account has been set up, customers may visit any local branch of Waterstones to select and purchase items. Please ensure you have your account information and Purchase Order Number with you.

Should any Inspection copies be required these must be requested direct from the relevant publisher.

- **Other benefits**

Waterstones offer **FREE** postage and packing with **NO** minimum order charge. Also any single order over £1000 will be subject to a further 1% discount.

PVC slip on jackets can be ordered – prices will be provided on request.

- **Cancellation / Returns**

Orders can be cancelled by customers at anytime and items can normally be returned for full credit providing they are in **mint condition** (except for firm sale only items which are advised at time of order). Waterstones will recommend alternatives should your order be unavailable / out of print.