

How do I use Gardcall?

All you need to use the service is a touch-tone telephone. When you dial into the system, in the majority of cases Gardcall will automatically recognise you as a Gardners account customer. In the instances that the system does not recognise the number you are calling from you will be prompted to enter your pin number.

If you do not have a pin number you may press the '#' key to go straight into an enquiry but you will not be able to place an order, hear how many copies are currently in stock and at what discount. Neither will you be able to receive the retail price or delivery due date if the item is not in stock. To receive the full benefits of the system simply call us for a FREE PIN number.

Obtaining a PIN code for additional services on an unidentified telephone line

For those customers wishing to request a PIN (Personal Identification Number) to order from an unknown telephone number or additional line please contact your Customer Care Representative (01323 521777) who will be pleased to issue you with this unique number.

Simply dial 01323 521444

Gardcall will ask you to enter the ISBN of a title you are interested in by keying the ISBN on your telephone keypad. (If the ISBN contains an 'X', you should enter it as the '*' on your telephone keypad).

Gardcall will then provide real-time information on over 1.0million British Books in Print for you.

Stock availability will be given up to 100 copies. Where more exist Gardcall quotes "over 100 available".

Gardcall will advise you of the retail price of the title.

If the title is a non-standard discount item this will also be given to you.

If the title is unavailable for any reason the report pending on our system will be announced.

In the instance of an item being unavailable the system will quote you an expected despatch date from our warehouse should you place the order during the call. This also applies to Special Order titles.

Gardcall will then ask you to enter the number of copies you require. Simply key the quantity you require, followed by the '#' key.

So you can be sure your order has been recorded correctly, Gardcall will read back the order placed. For example, the system will say: "You have asked for an order quantity of 1 of ISBN 0782122663".

You will then be offered the following options to conclude the transaction:

If you would like the order confirmed and placed on backorder - press key '1'.

If you would like to cancel this order and resume another enquiry - press key '2'.

On completing an order Gardcall will allocate a unique reference assigned to the transaction.

The order reference assigned by Gardcall begins with a 'GC' and is followed by day, month, year and time of order. For example 'GC20022001 0937'. This reference will be printed on your next delivery note and will provide you with a useful identification to spot the order on delivery.

If you have no further enquiries or orders you simply hang-up - its as easy as that. You can press the '#' key at any time to start a new enquiry.

For any enquiries about using this service please call Gardners Customer Care on +44 (0)1323 521777.