



COMPANY FACTFILE

# directfrom.com



**Location** J4 Technology Park, M58 Corridor, West Lancs, WN8 9TQ

**Website** [www.directfrom.com](http://www.directfrom.com)

**Sales number** 0870 4000 111

**Year established** 1995

**Number of employees** 200

**Approximate number of PCs sold during 2002 (including notebooks and servers)**  
35,000

## DELIVERY

### Typical delivery cost for PC or notebook

The amount directfrom.com charges for delivery depends on speed of delivery and the cost of the PC and notebook. If a PC or notebook costs more than £500, 1-3 day delivery costs £5 plus VAT. Next day delivery costs £9 plus VAT.

### Typical delivery times

Build-to-order PC and notebook: 5 working days

## CUSTOMER CARE

If you have questions regarding the delivery of your PC, or a complaint, then contact [directfrom.com](http://directfrom.com)

using the following phone number and email address: 0870 4000 111, [enquiries@directfrom.com](mailto:enquiries@directfrom.com)

## TECHNICAL SUPPORT

### Technical support number

0870 197 0000

**Number of technical support staff** 25

### Cost of telephone technical support

National rate

### Technical support times

Monday to Friday, 8am-7pm

Saturday and Sunday: 10am-4pm

**Email support** Directfrom.com provides email support at [enquiries@directfrom.com](mailto:enquiries@directfrom.com). It also provides support on this website: [www.supportinabox.com](http://www.supportinabox.com)

**Software problems** If there is a problem with third-party software such as AOL, then directfrom.com will refer users to a premium rate software support line.

## WARRANTY

### Provider of on-site warranty

Directfrom.com engineers



**Insurance-backed?** Directfrom.com's on-site warranty is insurance-backed

**Typical procedure for on-site warranty**

Step 1: Customer phones directfrom.com with complaint.

Step 2: Customer services employee tries to diagnose fault and remedy on the phone if possible.

Step 3: Directfrom.com contacts customer to arrange appointment for engineer or collection

Step 4: If hardware fault diagnosed, an engineer visits or the PC is collected, whichever is quicker and what option the customer agrees with.

Step 5: New parts fitted.

Step 6: The customer's PC is repaired on-site or sent back to customer at a time pre-arranged with the customer.

**Faults covered by on-site warranty**

All hardware faults are covered by directfrom.com's on-site warranty

**Faults not covered by on-site warranty**

Software

**GENERAL INFORMATION**

**Services provided**

Directfrom.com offers PC delivery, installation and demonstration by a directfrom.com engineer as an extra service. The engineer will deliver, install the PC, and demonstrate it as working in the customer's home or business premises. 'The engineer cannot leave the customer premises until a satisfaction form has been signed by the customer. This ensures we know customer satisfaction levels are met and exceeded,' a spokesman for directfrom.com added.

**Extra information**

Directfrom.com is owned by one of the largest PC system builders in the UK. Formed in 1995, it has since been recognised in many performance indices such as the Virgin Fast Track 100. Directfrom.com manufactures 35,000 PCs a year on average with status as Intel Premier Providers and Microsoft Platinum Partner.