



Welcome to SevernDirect

Thank you for choosing SevernDirect for your personal home delivery service. Please find below some of the detail on the process to re-order more products.

You can re-order in 4 ways

- Post – either send your prescription to the Freepost address below or use the pre-paid envelopes on request.
- Phone – call us on **0800 160 1844** we can get your prescription for you and arrange everything.
- We call you – alternatively if you would prefer, we can call you each month to take your order over the phone.
- Email – **customercare@severndirect.com** We will arrange delivery on a day to suit you, your parcel will arrive in plain packaging and be delivered to your specifications i.e. if out leave in porch. If you ever wish to change your delivery instructions then it is very easy to do, just call us and we can arrange.

We recommend that you always leave yourself at least two weeks supply in case of unexpected problems. In case of an emergency, be it ill health, holidays or simply a change of products just pick up the phone and give us a ring there is no need to wait until our usual monthly contact.

If you have any questions or any problems, you think we could help with then please do not hesitate to contact us.

Mark Weston

Director of Dispensing Appliances

SevernDirect is operated by Rapidcare

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