



Welcome to WyDirect

Thank you for choosing WyDirect as 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 provided pre-paid envelopes upon request.
- Phone – call us on **0800 999 2611**, 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: life@rapidcare.co.uk

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

A handwritten signature in black ink that reads "Mark Weston".

Mark Weston

Director of Dispensing Appliances

WyDirect is operated by Rapidcare

Medical Limited, Napier Way, Crawley, RH10 9RA