



Jewson Order Processing

Is it your first Jewson order?

To enable us to make sure your first and future orders are processed as smooth as possible please contact us in the first instance at LNPG@Jewson.co.uk.

Information required for ALL enquires

- Jewson account number – if unsure please include postcode of account holder
- Postcode of where the property is so we can direct the enquiry to the relevant branch
- Products and quantities required – some products will require extra detail e.g. size, thickness, length etc.
- Date materials required for
- Delivery or collection

We aim to turn around all enquiries with as quickly as possible. If you have not had a response within 48 hours please contact LNPG who can raise with the Jewson Account Manager

Ordering through your local branch

- Jewson account number **MUST** be provided at point of enquiry as all LNPG prices are attached to your account number.
- Most branches are now familiar with LNPG and how it works but not all branches. They may have not had an LNPG member contact them before so it is **very important you always quote your Jewson account number first** as all the information the branch needs will be displayed on their screen in the form of a sales order message.
- If you have a query on any of the prices supplied by the branch, ask them to provide you with a quote. This will generate a ticket on screen that the Account Manager can access and amend where possible. Send through quote or full quote number displayed in the top right corner to LNPG@Jewson.co.uk clearly stating which product and price you are querying.

Ordering through Jewson online

- To be able to place an order online you must register on the Jewson website <https://www.jewson.co.uk/registration>
- When registering make sure you are entering your Jewson account number as the LNPG pricing will not show if not entered.
- Any queries while placing your order online please send to LNPG@Jewson.co.uk

PLEASE BE AWARE WE ARE CURRENTLY OPERATING WITH A REDUCED NUMBER OF STAFF DUE TO COVID 19 SO ENQUIRIES MAY TAKE A LITTLE LONGER THAN NORMAL AND WE FULLY APPRICIATE YOUR PATCIENCE DURING THIS UNCERTAIN TIME. IF YOUR ORDER/ENQUIRY IS URGENT PLEASE CALL LNPG WHO WILL RAISE WITH THE ACCOUNT MANAGER



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Frequently Asked Questions

I have been to my local Jewson branch and they have never heard of LNPG, why is this?

All Jewson Branch Managers have been made aware of LNPG and were asked to communicate to their teams. We are aware in some cases this has not happened but as long as you provide your Jewson account number all your prices will be attached.

There is a sales order message which will pop up on screen at point of sale instructing the branch on pricing should an item not be on the price file. They also are provided with the Account Managers contact details if they need prices amending to suit their local rates.

Why is the price more if I purchase through my LNPG account?

LNPG prices are priced nationally not locally so costs will vary up and down the country depending on the location and supplier. Of course if a branch can improve on price due to their locality they can notify the Account Manager with the quote/sales ticket and they can update the price, therefore getting the best price nationally and locally.

Why can the branch not change the price?

The branches are unable to change the prices as they are fixed annually for LNPG. This is to avoid supplier increases being applied in branch.

How do I get a blue tick branch offer on my LNPG account?

If your branch has a local offer on we will happily amend the price to the offer price, but as the branch cannot amend themselves they will need to contact the Account Manager as above to get the price overridden.

The website prices are showing cheaper than on LNPG, why is this?

We are aware there are a handful of items which have been advertised on the Jewson website as cheaper than the LNPG rates and can assure you that this is currently being looked into as a matter of urgency. In the meantime, we will manually adjust these prices following the same process as above.