

WHAT YOU CAN EXPECT FROM APPLESEED

A BIG SMILE

Friendly staff that are there to help you and will go the extra mile to offer you a great customer experience.

PRODUCT KNOWLEDGE

Our team have the knowledge and skills to answer any queries you may have about books, merchandise and souvenirs.

COMMUNICATION

We aim to respond to emails within 24 hours and we are always happy to offer help over the phone.

PREMIUM QUALITY

Our products and services aim for the best quality so that they always meet your expectations.

A CHANCE TO GIVE YOUR FEEDBACK

We always value feedback from our customers. We are here to listen to anything you have to say about our products and services so please do get in touch, it will help us improve.

COLLECTION AND DELIVERY

We will notify you when your product is available for collection within store or delivery can be arranged (postal fees may apply).

QUICK AND RELIABLE ORDER SERVICE

You can order any in-print book or garment and expect to receive it within 2-5 working days (subject to stock availability).

BRAND GUIDELINES

We conform to the University Brand guidelines. The visual identity will be applied consistently across all types of media and merchandise. Any requests that are not on brand will be highlighted and managed between the customer and the University marketing department.

How to give us feedback

We love to hear from our customers. If you have any questions about the products we offer or any feedback about the service you have received please get in touch with us using the details below.

What if something goes wrong?

If you have contacted us and you are unhappy about how your query was dealt with then please get in touch with our manager Gary Ive
E: g.ive@surrey.ac.uk T: 01483 68 9240

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appleseedbooks@surrey.ac.uk

appleseed
UNIVERSITY OF SURREY