



VBH24 Customer Portal

Subscriptions (Automatically Recurring Orders)

The easier way to order your hardware and manage your account with VBH

- Manage your ordering and Users
- Place orders
- Check prices
- Check stock
- Improved product search
- Set up Order Templates for quick ordering
- CSV upload option for quick bulk orders
- Order using our Product Configurator (bi-folds, tilt and turns etc)
- Set up Approvals processes
- Set up Cost Centres
- Set up automatic 'Subscription' orders
- Compare items
- View Order History and re-order from there
- View & download images, drawings, guarantee info, certification by item
- View & download invoices and delivery notes
- View catalogues and literature

Checking Out – ‘One-Time Purchase’ & ‘Subscription’ Options

When you go to your Cart to start the check out process you will be asked to select ‘One-time Purchase’ or ‘Subscription’.

The former is just a normal order. i.e. you send it to us and we send you your hardware by return, just once.

The Subscription order is an automatically recurring order that you can set for delivery every, 1, 2, 3 etc, days, weeks, months or years. The example here will come to you ‘Every 1 Week’.

The start date will default to today’s date, but you can future-date this, and it’s your choice whether you set an end date or leave the order open ended. You can Deactivate the Subscription at any time in the Purchase area of ‘My Account’.

Your own Order Reference will always remain the same, so we would suggest that you identify the order as a Subscription.

Note that the pricing at the time of invoicing, not at the time the Subscription was set up, will prevail.

Order Summary

Subtotal	£ 304.47
Shipping	£ 0.00
Total Cost	£ 304.47
Tax	excl. VAT

One-time purchase
 Subscription

Delivery every

Start Date End Date

DD/MM/YYYY DD/MM/YYYY

If You Have an Issue

We hope that you find the VBH24 Customer Portal to be a useful tool but we understand that nothing is always plain sailing.



These notes should cover most things but if you have an issue or don't understand something, contact us and we'll get you up and running in no time
Email: marketing@vbhgb.com (ideally with a screenshot showing your issue)

Remember: You will be unable to access the VBH24 Portal if your account is on hold for payment or is outside its credit limit. This is usually the reason why people have trouble logging on, so give those a check if you are having trouble.

Thank You



**Thank you for using the VBH24 Customer Portal.
It's more than just a webshop**

