



VitaFlo (International) Limited (reg. no 03380926), Suite 1.11 South Harrington Building,
182 Sefton Street, Liverpool, L3 4BQ.

Product company contacts:

VitaFlo are contactable each day and please find further details below on how to arrange a same day emergency delivery between these times.

- **We cannot supply products without the permission of a healthcare professional.**
- **If you are not the patient's dietitian, please ensure that you also leave the name and contact telephone number of the dietitian if leaving a message.**

Office hours (9am-5pm Monday-Thursday, 9am-4pm Friday)

1. Call VitaFlo on 0151 702 4936.
2. If your call is not answered, please leave a message providing your name, contact number, email address, product name(s), amount, delivery address and detailed instructions for delivery. The courier will deliver to a named person / particular ward if the hospital will allow. A VitaFlo representative will call back within 2 hours to confirm the details of your requested delivery.
3. Customer Services will contact you to advise the product has been delivered once we receive confirmation from the courier.

Outside of office hours (5-8pm Monday- Thursday, 4-8pm Friday, 9am-5pm Saturday & Sunday)

1. Call VitaFlo on 0151 709 9020
2. Choose switchboard option 8 - emergency delivery
3. Call forwards to the Customer Service individual on call. If there is no answer, listen to the voicemail and leave a message with the following details: caller's name, contact number, email address, product name(s), amount, delivery address and detailed instructions for delivery. The courier will deliver to a named person / particular ward if the hospital will allow.
4. The voice message also provides an alternative number to call if your call is not returned within 2 Hours.
5. Customer Services will contact caller to advise the product has been delivered once we receive confirmation from the courier.

For technical product queries, please inform our Receptionist of your question and contact details, or leave them on a voice message, and one of our Medical Affairs team will be in touch to answer your query.