

Basic instructions on Virtual Warehouse online ordering.

Tyres and placing your order

- To search for tyres click on the magnifying glass near the top right of the screen (second icon from the left).
- On the 'Tyres' tab fill in as much of the Section, Profile and Rim as you want. You can leave any of them blank but at least one of them must be filled in. Then click on the 'Search' button to the right.
- Alternatively you can click on the code tab (near the top left) and just type the size as 4607024 (for example) and click on search
- Type the number of tyres in the "Cart" box and press enter it add, - keep on adding until you're ready to place your order, then click on the "Order" button. You will then be presented with a confirmation box where you can add a purchase order and any comments. If you decide you want to add some more tyres a bit later, you can add it to the same invoice if you use exactly the same order number as before (must be 10 characters or less for this to work), otherwise it will create a separate invoice.
- **Please Note** – Orders under £80.00 nett could be subject to carriage charge of £10.00 depending on your delivery requirements, we will contact you once your order has been received to finalise this with you.

To search for Inner Tubes

- For tubes type TUBES in the 'Section' box, and enter the Rim diameter size in the 'Rim' box to further narrow down your search.

Viewing previous orders & checking the order status

- Click on the icon looking like a box of files (top, right, 3rd icon from left) that says 'Previous Orders' when hovering over it.
- This should have a green tick to the left of it if all is ok. If it has an exclamation mark in a yellow triangle then click on the order number to the left to find out the reason. You may have to ring the issuing depot to sort the problem, or reorder a different tyre if the stock has now gone.