

Chest Heart & Stroke Scotland provides thousands of booklets per month to people with our conditions, their friends and families, and the organisations who support them. Our top priority in Health Information is to supply up-to-date, high-quality information to anyone who needs it.

We are therefore committed to providing booklets **free at the point of use**. This means that we want to be sure that individuals with our conditions, or who want to learn about them, are able to get booklets for free, so that their financial status is never a barrier to learning more about their health.

However, to continue offering these small, personal orders for free, it is important to recoup the costs of developing, printing, and posting out our information elsewhere.

We will never charge for any Scottish orders that include only a single copy of each booklet.

You will be charged a small proportion of the cost of printing and postage if:

- Your order contains more than 50 copies of a single booklet.
- Your order contains more than one of our high-cost Conversation Support Booklets. (These are very expensive to produce, due to their high paper quality, length, and spiral binding)
- You have ordered more than 200 documents total. These orders are expensive to ship due to their weight, as well as incurring high printing costs.
- You have ordered to an address outside of Scotland. CHSS is a Scottish charity and unfortunately cannot offer free booklets to people outside of Scotland.

These costs are also intended to discourage making unnecessarily large orders for your ward or organisation. Often, it is tempting to order more booklets than we need, to make sure we won't run out: however, this means spare booklets may languish in boxes in an office for years, going out of date or being thrown away unnecessarily.

For environmental and quality control reasons as well as financial ones, we strongly encourage professionals who are ordering health information to consider how many copies they will actually need, and whether it may be better to make a smaller order, and possibly order more copies later.

FAQs

WHY DO THE NHS AND OTHER CHARITABLE BODIES HAVE TO PAY FOR BOOKLETS?

Simply put, we are trying to place the necessary costs of providing health information with larger health organisations, who are more likely to have the budget to cover small charges. This helps us to avoid charging smaller groups and individuals, who cannot afford even these small charges.

WHY CAN'T I FIND THE DOCUMENT I WANT ON THE SITE?

There are some documents on our Resources Hub, mainly A4 factsheets, which are **not available as professional prints**. This is due to how much easier these are to print off from an ordinary domestic printer. We highly recommend that you download the PDFs of these documents and print them off at the point of use.

Other booklets may be temporarily or permanently withdrawn, usually due to out-of-date information. These booklets should not show up on the Resources Hub.

I THOUGHT THIS WAS FREE, BUT I GOT CHARGED AT CHECKOUT. DO I HAVE TO PAY?

Unfortunately, we are still having some issues with the website. The website calculates the cost of orders without taking the 200-copy limit into account, so sometimes it will show charges for orders which are too small to incur charges.

If your order was below 200 copies, did not contain multiple copies of high-cost documents or more than 50 copies of any single booklet, and is for delivery within Scotland, **please disregard any charges shown at checkout or on your confirmation email**. If your order **does** incur a charge, **we will contact you with a separate invoice**.

We understand that this can be confusing and a little alarming, and we're sorry. We are continuing to work towards making this clearer.

HOW DO I PAY FOR A LARGER ORDER?

You will not be asked for any payment information (credit card information, etc) at checkout. We only take payment through invoice, which will be sent to your provided email address. This invoice can either be settled through your organisation's procurement system, or directly through contact with Paramount Printers.

WHAT IF I WANT TO GIVE SOMETHING BACK, BUT MY ORDER ISN'T LARGE ENOUGH TO BE CHARGED?

We would be immensely grateful for any contribution. If you have found our information useful, and you have the money to spare, please consider clicking on the DONATE tab at the top of the page. Any amount is gladly received, and will go towards both Health Information, and supporting CHSS' other free support services.