

**Your business
running smoothly**

**Our Vodafone Rapid
phone insurance**

Find out how we helped
Forelock and Load
regain their most
important worktool.

Ready?



FORELOCK & LOAD
SADDLERY & GUN ROOM



Getting businesses back on track

Vodafone Rapid is a feature of Vodafone's phone insurance, designed to get you and your business back on track. If you find yourself without a working mobile phone, whether it's accidentally damaged, lost, stolen or has broken down, we'll aim to get a replacement to you almost anywhere in the UK within 4 hours.* See how Nick Johnston, director of country lifestyle retailer Forelock and Load, used Vodafone Rapid to get his business back up and running.



“

My phone is essential to the day to day running of the business. I don't use a laptop or a computer, so I use my phone for a wide variety of different applications, including email, CCTV and social media.”

Nick Johnston
Director
Forelock and Load

The Challenge

The day to day running of the business centres around a mobile phone

Situated in a quiet corner of Suffolk, in a converted 16th Century barn, is Forelock and Load. Specialising in the equestrian market, Forelock and Load is a country lifestyle shop, selling quality equipment both in-store and online. The company was set up in 2013, and since then has gone from strength to strength.

“Forelock and Load was a real labour of love for me. We had a redundant farm building and needed another use for it. After several months and plenty of hard work, we turned that farm building into what is now Forelock and Load,” says Nick Johnston, Director of Forelock and Load.

The day to day running of the business centres around Nick's mobile phone. Without it, he wouldn't be able to monitor activity, stay up to date with sales or keep track of the company's progress. Nick still operates the farm on which Forelock and Load is located, so his mobile phone is a vital tool in keeping him connected with the business, whether he's away from the farm meeting customers or abroad meeting suppliers.

“My phone is essential to the day to day running of the business. I don't use a laptop or a computer, so I use my phone for a wide variety of different applications, including email, CCTV and social media,” says Nick.

Nick relies on his mobile phone for all business-related tasks and correspondence. So when it was unexpectedly damaged, he was left without a central tool in the running of the company.

“I was having a cup of tea with a friend, who'd happened to bring his dog along too. As we were chatting, the phone was in my jacket pocket over the back of the chair. All of a sudden, we could hear the dog chewing something, and moments later we realised that the dog had completely destroyed it,” says Nick.

* There are a small number of locations that are not eligible for 4 hour delivery.

See the Vodafone Rapid Service Terms for details:
www.vodafone.co.uk/terms.

The solution

Vodafone Rapid

Fortunately for Nick, he has Business Premier, Vodafone's leading phone solution for small businesses, with several features including unlimited minutes, a named UK support contact, and most importantly, damage and breakdown cover with Vodafone Rapid.

Benefit

Whether it's damaged, lost, stolen or has broken down, it's covered

After getting in touch with Vodafone, he was informed that a replacement phone was on its way, and within 4 hours he was back up and running. "Being in a rural location, Vodafone Rapid is especially important," says Nick. "My phone is a vital tool in running the business, and the fact that I had that replacement within 4 hours was absolutely essential. With Vodafone Rapid, I've got reassurance that whenever anything unexpected happens I'm covered."

Why Vodafone

- Vodafone Rapid replaces your damaged, lost, stolen or broken device within four hours.
- Aims to get a replacement phone delivered almost anywhere in the UK.

“

My phone is really important to me in running the business, and the fact that I had that replacement within 4 hours was absolutely essential.”

Nick Johnston
Director
Forelock and Load



Forelock and Load

Forelock and Load is an equestrian and shooting shop based in Suffolk, stocking top quality yet affordable shooting and equestrian brands.

www.forelockandload.com

**For more information on our products and services,
please go to www.vodafone.co.uk/business**

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Ready?

