

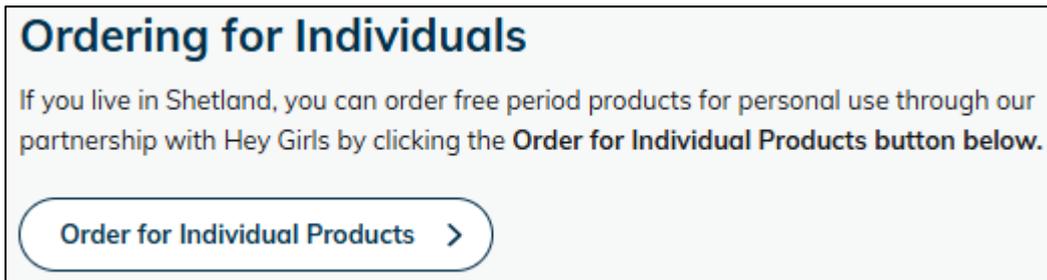
Guidance for Individual Orders – Shetland Islands Council

This guidance outlines the process for individuals to request free period products through the Shetland Islands Council (SIC) partnership with Hey Girls.

1. Accessing the Ordering Platform

Go to the SIC website and click on the link provided to access the Hey Girls ordering page: [Access to Free Period Products – Shetland Islands Council](#)

Click on the 'Order for Individual Products' button shown below:



2. Selecting Product Type

Choose one reusable bundle and one disposable product only from the two product categories:

(a) Reusable Products

Select one option from the list below:

- 3 Pairs of Period Pants (Choose from size 6 – 22)
- Cup Combo Kit (Small size is advised for under 25-year-olds and Large for over)
- Full Cycle Kit – Reusable Pads
- None.

(b) Disposable Products

Select one option from the list below:

- 3 Boxes Day Pads, 3 Boxes Night Pads, 1 Box Panty Liners
- 3 Boxes Super Tampons, 3 Boxes Regular Tampons
- 3 Boxes Day Pads, 3 Boxes Regular Tampons
- None.

3. Providing Personal Details

Complete the form with the following information:

- Full Name
- Email Address
- Address and Postcode
- Phone Number (This is optional. Only supply this if you wish to receive parcel delivery text notifications from DPD)

Please note that the email address you provide will be used to send important updates, including order confirmation and tracking information.

4. Confirmation of Eligibility

Confirm your eligibility by completing the following declarations:

- Tick to confirm you live within in Shetland.
- Tick to confirm the statement:

“I confirm that, by proceeding, I am unable to obtain free disposable period products offered by Shetland Islands Council reasonably easily, and that no one else is able to do so on my behalf.”

5. Consent for Data Sharing

Tick to confirm your consent:

“I consent to share my name and address with Hey Girls and Shetland Islands Council.”

6. Submission

Once all required sections and confirmations are completed, click Submit to finalise your order.

7. Delivery & Support

Once you have submitted your order, your products should arrive within approximately 3 weeks.

Please ensure you include a valid email address in the ordering form, as this will be used to send order confirmations and tracking details.

We will use this information to confirm receipt of your delivery. As our supplier requires any delivery issues to be reported within 3 working days of the confirmed delivery date, we kindly ask that you notify us within this timeframe if there are any problems with your order.

If we do not hear from you within this period, we will assume that your order has been received in full and it will be finalised.

If you have not received your products within this timeframe, or if you have any queries about your order, please contact periodproducts@shetland.gov.uk for assistance.