

# Enquiry Case Study

## Bike Hebrides



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By [Brian Connolly](#)

### The company

Bike Hebrides is an existing business based in Stornoway who offer bikes for touring the Outer Hebrides. They have previously dealt with their local business Business Gateway office.

### What they needed

Tim contacted the BG Info Service, looking for some information on sourcing a product made by Harris Tweed by manufactured in India. Tim needed information on importing the product back to the UK, and understanding the legal obligations of this.

### How we helped

I first identified that it would be important for Tim to understand the Indian market and provided the UKTI guide to trading in India and a link to the Indian Business Council in the UK who could provide some helpful contacts .

Due to the specifics of the enquiry, I then sourced a guide looking at how to do business in India, looking at taxation and business practice in the region. This was coupled with the Indian Chambers of Commerce website for additional support available to him.

To provide information on the UK implications I provided the client the Business Gateway guide to trade in India as well as the overview on importing. This was followed up with the HMRC guide to Import and Export from the UK.

### How they've benefited

Although the client was unsure how to source the information, with the right resources he has been able to understand the correct route to bringing this product to Scotland and establishing the right contacts to make this happen.

*"...the reply was excellent, comprehensive and prompt... and I will be using this service again as the project continues".*

### How we can help you

Do you have a client who needs information for their business plan? Perhaps you have clients who need to know more about potential markets, are looking for new suppliers, or need to find new premises? The Business Gateway Information Service provides free, impartial, tailored research to small businesses across Scotland.

To make use of our service, please create a case on CRM, against your client's record, and assign it to **BG Information Service** provider group. If you'd like to discuss an enquiry in detail, please call **0845 609 6611** and ask to speak with a BIO. We look forward to hearing from you!