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Delivery policy

1. Introduction

- 1.1 In this policy we set out details of the delivery methods, periods and charges that apply to orders for our products made through our website or by telephone or email.
- 1.2 This policy shall not create legally enforceable rights and obligations; rather, our usual practice in relation to the delivery of products is indicated in this policy.

2. Geographical limitations

- 2.1 We will usually be able to deliver to the following countries and territories: England, Scotland, Wales and Northern Ireland. For deliveries to Northern Ireland, details will be confirmed within order acknowledgement document. Some areas of England, Scotland and Wales classed by shipping company as remote areas, may attract an extended area surcharge – see list of postcodes at section 10. Additional delivery charge details will be confirmed within order acknowledgement document.
- 2.2 We may from time to time agree to delivery products to other countries and territories.

3. Delivery methods and periods

- 3.1 The methods that we use to deliver our products, and the time periods within which delivery is usually completed, are as follows:
 - (a) if your delivery address is on the United Kingdom mainland (excluding Northern Ireland), you will be able to select UPS Standard Delivery, and the typical period for delivery of products by this method is up to 3 working days. For deliveries to Northern Ireland, details will be confirmed within order acknowledgement document. Some areas of England, Scotland and Wales classed by shipping company as remote areas, may attract an extended area surcharge – see list of postcodes at section 10. Additional delivery charge details will be confirmed within order acknowledgement document.
- 3.2 If you place your order by 4pm GMT/BST on a working day, these time periods run from the close of business on that day; if you place your order after 4pm GMT/BST on a working day, or on a non-working day, these time periods run from the close of business on the next following working day.
- 3.3 The delivery periods set out in this Section 3 are indicative only, and whilst we will make every effort to ensure that you receive your delivery in good time, we do not guarantee delivery before the end of the stated period.
- 3.4 We may conduct fraud screening checks before dispatching the product, and these checks may delay your delivery. If the delivery is likely to be delayed as a result of fraud screening checks, we will notify you.



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4. Delivery charges

- 4.1 Delivery charges will be £12.75 + VAT for UK mainland (excluding Northern Ireland) and automatically applied to your order during the checkout process, or alternatively quoted by us. For deliveries to Northern Ireland, details will be confirmed within order acknowledgement document. Some areas of England, Scotland and Wales classed by shipping company as remote areas, may attract an extended area surcharge – see list of postcodes at section 10. Additional delivery charge details will be confirmed within order acknowledgement document.

5. Delivery tracking

- 5.1 Delivery tracking is available in respect of all orders for our products.
- 5.2 To track your delivery, enter your tracking number (which is provided in your order confirmation email) into our delivery service provider's website here:
https://www.ups.com/WebTracking/track?loc=en_gb

6. Receipt and signature

- 6.1 All deliveries must be received in person at the delivery address, and a signature must be provided.
- 6.2 Our delivery service provider will notify you in advance of attempting to make a delivery requiring signature.

7. Additional deliveries

- 7.1 If an initial delivery attempt is unsuccessful, our delivery service provider will make at least 1 more attempt to deliver the products in your order.

8. Collection

- 8.1 If your products remain undelivered despite our delivery service provider making at least 1 more attempt to deliver them, the delivery service provider will leave a card at your address, with instructions on how you may collect your products, including a time limit for collection.



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9. Delivery problems

- 9.1 If you experience any problems with a delivery, please contact us using the contact details that we publish on our website, or otherwise notify to you.
- 9.2 If our delivery service provider is unable to deliver your products, and such failure is your fault, and you do not collect your products from our delivery service provider within the relevant time limit, we may agree to arrange for re-delivery of the products; however, we reserve the right to charge you for the actual costs of re-delivery (even where the initial delivery was free of charge).
- 9.3 An indicative list of the situations where a failure to deliver will be your fault is set out below:
- (a) you provided the wrong address for delivery;
 - (b) there is a mistake in the address for delivery that was provided;
 - (c) the address for delivery is not reasonably accessible;
 - (d) the address for delivery cannot safely be accessed;
 - (e) if in-person receipt is not required, there is no easy and secure means of leaving the products at the address for delivery and there is no person available to accept delivery; or
 - (f) if in-person receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature.

10. Extended Area Surcharge – England, Scotland and Wales (Additional delivery charge details will be confirmed within order acknowledgement document)

United Kingdom	GB	AB37	AB38	Extended Area Surcharge
United Kingdom	GB	AB44	AB45	Extended Area Surcharge
United Kingdom	GB	AB53	AB56	Extended Area Surcharge
United Kingdom	GB	CA18	CA27	Extended Area Surcharge
United Kingdom	GB	HS1	HS9	Extended Area Surcharge
United Kingdom	GB	IM	IM	Extended Area Surcharge
United Kingdom	GB	IV14	IV28	Extended Area Surcharge
United Kingdom	GB	IV30	IV32	Extended Area Surcharge
United Kingdom	GB	IV36	IV36	Extended Area Surcharge
United Kingdom	GB	IV40	IV56	Extended Area Surcharge
United Kingdom	GB	IV7	IV7	Extended Area Surcharge
United Kingdom	GB	IV9	IV12	Extended Area Surcharge
United Kingdom	GB	KA27	KA28	Extended Area Surcharge
United Kingdom	GB	KW	KW	Extended Area Surcharge
United Kingdom	GB	LA15	LA23	Extended Area Surcharge
United Kingdom	GB	PA20	PA20	Extended Area Surcharge
United Kingdom	GB	PA21	PA38	Extended Area Surcharge
United Kingdom	GB	PA41	PA41	Extended Area Surcharge
United Kingdom	GB	PA42	PA49	Extended Area Surcharge
United Kingdom	GB	PA60	PA60	Extended Area Surcharge
United Kingdom	GB	PA61	PA78	Extended Area Surcharge
United Kingdom	GB	PA80	PA88	Extended Area Surcharge
United Kingdom	GB	PH17	PH26	Extended Area Surcharge
United Kingdom	GB	PH30	PH44	Extended Area Surcharge
United Kingdom	GB	PH49	PH50	Extended Area Surcharge
United Kingdom	GB	TR21	TR25	Extended Area Surcharge
United Kingdom	GB	ZE	ZE	Extended Area Surcharge