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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 by email.

**1.2** This policy is a legally binding document, and this policy shall form part of the contract of sale between you and us made under our terms and conditions of sale.

### **2. Free delivery**

We offer free delivery to all on all orders.

### **3. Geographical limitations**

We do not deliver countries where there is war and where there are international restrictions.

### **4. Delivery methods and periods**

**4.1** All deliveries are made by express courier.

**4.2** Deliveries are shipped as quickly as possible, usually the day after your order according to the carrier's rules.

**4.3** 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.

## **5. Delivery charges**

No shipping costs.

## **6. Delivery tracking**

**6.1** Delivery tracking is available in respect of all orders for our products.

**6.2** To track your delivery, **access the track order page** or directly **in your customer account**.

## **7. Receipt and signature**

**7.1** All deliveries must be received in person at the delivery address, and a signature must be provided.

**7.2** Our delivery service provider will notify you in advance of attempting to make a delivery requiring signature.  
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## **8. Additional deliveries**

**8.1** 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.

## **9. Collection**

**9.1** 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.

## **10. Delivery problems**

**10.1** 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.

**10.2** 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).

**10.3** 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.

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