

WASHPODZ

OUR SHIPPING AND DELIVERY POLICY

This is our shipping and delivery policy. It will apply to all orders purchased from us.

Reference to business days in this policy will mean the days of Monday to Friday (excluding any UK public or bank holidays).

The delivery estimates provided will run from your order being dispatched. We will usually dispatch orders within 2 business days (subject to our stock and availability).

1. UNITED KINGDOM ORDERS

If you are ordering from within the United Kingdom, please consult the shipping information set out in this section.

1.1. SHIPPING INFORMATION

Delivery Locations

Please note that orders to the Highlands and any remote islands of the United Kingdom may incur additional shipping costs. Any orders to these locations may also have different delivery times to those stated below. We will notify you of these matters either at the time of placing your order; or in any event, prior to the dispatch of your item.

Shipping Method

All of our orders are shipped via Royal Mail. You will be provided with tracking details once your order has been dispatched.

Timeframe

All orders are sent using: ROYAL MAIL 48HR TRACKED

Your order will usually be delivered within 2-3 business days of it being dispatched.

Delivery Cost

The delivery fee is £3.39.

Please note that very large orders may attract additional shipping costs. You will be notified before your order is dispatched should this be the case.

1.2. DELAYS

We will make sure, as far as reasonably practicable, that your order is delivered in accordance with the above timeframes. Please note that we will not be responsible for any orders which are delayed by events which are beyond our reasonable control, such as poor weather conditions.

If you have not received your order within the anticipated timeframe, please consult any tracking information provided by the courier. If you cannot access any such tracking information or have any further questions about a delayed order you can contact us on:

sales@washpodz.co.uk

If you believe your order has been lost, please consult the relevant section below.

1.3. LOST OR DAMAGED ORDERS

The goods you have purchased will usually remain at our risk until delivery, in accordance with consumer laws. In the event that your order is lost or has been damaged in transit and the fault rests with the courier, we will usually make sure that you are either refunded or that replacement items are provided.

There are however some circumstances where we cannot be held liable for lost or damaged orders.

You must also take all reasonable steps to ensure the safe delivery of your order by doing the following (we cannot accept liability for lost or damaged orders where you fail to reasonably take these steps):

- I. providing the full and accurate delivery address when you place your order;
- II. providing any further relevant delivery instructions;
- III. engaging with any requests made by the courier for information;
- IV. collecting your order from any parcel shop or drop-off point within any required timeframe imposed by the courier.

We will usually make enquiries with the courier to establish whether an item has been lost in transit. Upon confirmation that the order has been lost, we will typically commence the process of issuing a refund or a replacement order.

If you would like to return an item because it has been damaged in transit please consult our returns policy.

2. INTERNATIONAL ORDERS

If you are ordering from outside of the United Kingdom, please consult the shipping information set out in this section.

2.1. SHIPPING INFORMATION

Delivery Locations

We currently ship to the following places outside of the United Kingdom:

All eu members, Usa Canada

Please note that orders for delivery to remote areas may incur additional shipping costs. Orders for delivery to remote areas may also have different delivery times to those stated below. We will notify you of these matters either at the time of placing your order; or in any event, prior to the dispatch of your item.

Shipping Method

All of our orders are shipped via Royal Mail.

You will be provided with tracking details once your order has been dispatched.

Timeframe

All orders are sent using ROYAL MAIL INTERNATIONAL ECONOMY.

Your order will usually be delivered within **DEPENDING ON THE COUNTRY EUROPE 2 WEEKS, USA, 6 WEEKS ASIA 8 WEEKS, AUSTRALIA 12 WEEKS.**

Delivery Cost

The delivery fee is £3.39.

2.2. DELAYS

We will make sure, as far as reasonably practicable, that your order is delivered in accordance with the above timeframes.

The timeframes provided are estimates. Delivery may take longer if your order is held by customs. You must ensure that you provide all relevant paperwork and details to enable your order to travel through customs, where required.

We will not be responsible for any orders which are delayed by events which are beyond our reasonable control, such as poor weather conditions or faults attributable to third parties.

If you have not received your order within the anticipated timeframe, please consult any tracking information provided by the courier. If you cannot access any such tracking information or have any further questions about a delayed order you can contact us on:

sales@washpodz.co.uk

If you believe your order has been lost, please consult the relevant section below.

2.3. IMPORT DUTIES AND TAXES

In some countries, your order may be subject to import tax and/or duties. These are levied upon arrival at the relevant destination. Any unforeseen additional import duties or taxes must be paid by you. If you do not pay these charges, your order may be returned to us and we cannot refund the outbound and inbound shipping costs in those circumstances. We will deduct any such costs from your total refund for your order.

You can check with your local customs office before placing an order to confirm the details or any import duties and taxes.

You must also take all reasonable steps to ensure the safe delivery of your order by doing the following (we cannot accept liability for lost orders where you fail to reasonably take these steps):

- I. providing the full and accurate delivery address when you place your order;
- II. providing any further relevant delivery instructions to the courier;
- III. engaging with any requests made by the courier for information;
- IV. collecting your order from any parcel shop or drop-off point within any required timeframe imposed by the courier;
- V. providing any required documentation to customers for the clearance of your order.

We will usually make enquiries with the courier to establish whether an order has been lost in transit. Upon confirmation that the order has been lost by the courier, we will typically commence the process of issuing a refund or a replacement order.

If you would like to return an item because it has been damaged in transit please consult our returns policy.