

Spiffing Image Delivery policy

1. Credit

1.1 This document was created using a template from Docular (<https://docular.net>).

2. Introduction

2.1 In this policy we set out details of the delivery methods, periods and charges that apply to orders for our products.

2.2 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 policy. It should be read in conjunction with this terms and conditions of sale policy, as well as our returns policy and privacy policy, all available on our website.

3. Geographical limitations

3.1 We will usually be able to deliver to the following countries and territories: England, Scotland, Wales and Northern Ireland.

4. Delivery methods and periods

4.1 Our usual delivery method for orders below the value of £50, and to addresses in the United Kingdom, is Royal Mail Second Class Standard Rate. The typical period for delivery of products by this method is 2 - 3 working days from dispatch.

4.2 Customers can choose to pay more for alternative delivery methods, ie Royal Mail Second Class Signed For.

4.3 For orders above a value of £50, we will use a Signed For or Tracked delivery service – typically Royal Mail Signed For Second Class. Alternative delivery methods can be utilized upon agreement.

4.4 For all orders sent by mail or parcel delivery service, we will obtain proof of postage. In the event of an order becoming late or missing in the post, we undertake to initiate enquiries with the mail provider. There is no obligation on us to refund payments or postage fees should an order become permanently lost in the post.

4.5 The delivery periods set out in this Section 4 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.

4.6 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

5.1 Applicable delivery charges will depend upon the size and weight of your parcel, and on the service used. Royal Mail's delivery information is available here:

6. Collection

- 6.1 If your products remain undelivered despite our delivery service provider making at least one 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.

7. Delivery problems

- 7.1 If you experience any problems with a delivery, please contact us using the contact details that we publish on our website as soon as possible.
- 7.2 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).
- 7.3 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.

