

## **Delivery policy**

### **1. Introduction**

- 1.1 This policy contains details of the delivery methods, periods and charges that apply to orders for our products made through our website or by telephone or email.

### **2. Geographical limitations**

- 2.1 We will usually deliver to the all countries within the EU.
- 2.2 We may from time to time agree to deliver products to other countries and territories.
- 2.3 We are currently unable to deliver to Canada or the US for insurance reasons.

### **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 within the United Kingdom, you will be able to select Royal Mail Special Delivery, a fully tracked service. The typical period for delivery of products by this method is 1-2 working days, including processing time. You can also select Royal Mail Signed For, but this method only offers delivery confirmation. Mattech Modular has annual shipping insurance in place to cover all shipments for loss or damage.
  - (b) if your delivery address is outside the United Kingdom, and within the EU, we will ship via Royal Mail International Tracked & Signed, and the typical period for delivery of products by this method is approximately 7-10 working days, including processing time.
  - (c) if your delivery address is outside EU, we will ship via Royal Mail International Tracked, and the typical period for delivery of products by this method is between 1 and 3 weeks, including processing time. All non-EU orders are arranged outside the website, via emailed invoices.
  - (d) we may, on occasion, make arrangements for standard Royal Mail First Class Postage on low value UK items, but this will need to be agreed and arranged outside of the website directly via email. In this case, no guarantees with regard to delivery time are applicable. No tracking will be available.
  - (e) we may, on occasion, make arrangements for parcels going outside the UK to be shipped by other services, but these will not be of a lower standard than the Royal Mail services described above, in terms of insurance cover or delivery times.
- 3.2 If your order is placed, and funds cleared, before 1pm on a working day, these time periods run from the close of business on that day; if you place your order after 1pm 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.

#### **4. Delivery charges**

4.1 Delivery charges will be calculated by our website and automatically applied to your order during the checkout process, or alternatively quoted by us.

4.2 Applicable delivery charges will depend upon the delivery method you select, the location of the delivery address, and the number of the products in your order. Before submitting your order, please ensure that you check the relevant delivery charges, and are satisfied that they are correct.

#### **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 code (which is provided in your despatch confirmation email) into our delivery service provider's website here: <https://www.royalmail.com/track-your-item>

#### **6. Receipt and signature**

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

#### **7. Additional deliveries and collection**

7.1 If an initial delivery attempt is unsuccessful, our delivery service provider should leave a card, providing you the option to have the item delivered at a later date, or to collect the item in person from the local delivery office. This card will with instructions on how you may collect your products, including a time limit for collection.

#### **8. Delivery problems**

8.1 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.

8.2 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.

8.3 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.
  - (g) collection of the delivery was not made from the delivery office within the indicated time limit.
- 8.4 All deliveries are subject to the relevant Royal Mail Terms & Conditions with regard to lost or damaged parcels. Any refunds or replacements for lost parcels will only be issued once Royal Mail have confirmed that the parcel has been lost, and we are able to submit a claim. This can be between 10 and 25 days after the due delivery date, depending on service used and destination country. Full details on Royal Mail claims procedures and timescales can be found at: <https://www.royalmail.com/retail-compensation-policy-loss>

## **9. Our details**

- 9.1 This website is owned and operated by Matthew Preston (t/as Mattech Modular)
- 9.2 Our VAT registration number is: GB224908995 and our EORI Number is: GB224908995000
- 9.3 You can contact us by writing to our postal address, by email or by telephone. All contact details are available on our website at <https://mattechmodular.co.uk/contact/>

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