

Delivery Policy – Genesis Communications Limited

How much does it cost?

A Standard Delivery charge of £6.99 (exclusive of VAT) applies to orders going to UK mainland addresses (excluding Northern Ireland, Channel Islands & Eire).

Overseas delivery may be arranged by prior agreement and notice of an appropriate delivery charge will be provided, upon which you agree to before the order is processed. Please note that we do **not** deduct VAT for any orders to the Channel Islands.

How long does it take?

Items ordered on any business day (Monday - Friday) excluding Bank Holidays should be delivered within 2 business days (excluding Saturday), anytime up to 5.30pm. Our standard delivery charge does **not** provide for next day delivery; however every effort is made by Genesis Communications and the courier to achieve this. Orders received before 12.00 on weekdays will be despatched the same day wherever possible.

Genesis Communications Limited relies upon the services of a third party courier and whilst we endeavour to meet the above timescales, there are unfortunately a few occasions when the couriers are unable to deliver the service that they are required to. This happens rarely, but because it does occur, albeit occasionally, we cannot be held responsible for the late delivery of an item. For the avoidance of doubt, Genesis Communications Limited will **not** refund the standard delivery charge if the courier has failed to deliver the item(s) on the anticipated delivery date.

Who do we use?

Orders addressed within the UK mainland are sent by DPD UK. You **must** arrange for someone at your address to be available and sign for the parcel on the expected delivery date. Where a parcel cannot be delivered (e.g. no-one available for receipt), you will be notified by DPD, via a card posted to the address. This will include a telephone number to call to arrange a suitable time for re-delivery. DPD will only attempt **one** re-delivery, thereafter you will be required to collect your parcel from the collection depot within 5 days. Please contact our Customers Services Team on 0844 847 9699 for further details.

What to do if there is a problem with the delivery

If the parcel does not arrive when you expect it then please contact 0844 847 9699. We will track your parcel via DPD UK and update you.

If the goods are damaged upon receipt please call us on 0844 847 9699 or

e-mail: customerserviceteam@genesis.co.uk within 3 days of delivery.

Changes to Specifications

Whilst we endeavour to ensure the accuracy of the product specifications, there may be minor changes made without notice.