

TERMS AND CONDITIONS – POSTAGE AND DELIVERY

Overview

The cost of postage and delivery to any destination is **NOT** included in the listed price for the items we sell. **We ship worldwide.** Postage is charged at cost plus a small charge for packing materials and our time.

Delivery Quotations

If you are interested in purchasing an item, for any national or international destination, please **get in touch** so that we can **provide a quotation** for postage/shipping - and enable your purchase! Simply **click on the link within each item listing**. Please **quote the Stock Reference Code (provided at the end of each listing) with your enquiry**.

Payment

Once your order is confirmed, we will send you an invoice for payment either by Bank transfer or Stripe. Your purchase will be shipped upon receipt of payment.

Carriers & Delivery

- ✓ We send nationally and internationally using **Royal Mail Parcelforce, Special Delivery or courier**. For most of the pieces we sell to **overseas customers** we use **Royal Mail's Parcelforce Worldwide Tracked & Signed for Service**.
- ✓ For **large or heavy items and for overseas customers**, we may use another carrier or our trusted courier. Alternatively, we're happy to work with your **own preferred courier** service if you wish.
- ✓ For **local customers** we may, at our discretion and with the customer's agreement, use our own transport for delivery.
- ✓ **Collection** of items from our premises in Devon is also welcome in principle by prior arrangement.

Time Frames

- ✓ For **United Kingdom** Customers, (postal strikes notwithstanding) we try our very best to have most sold items arrive within **seven days** of order confirmation, but for large or heavy items please allow up to **21 days** for delivery.
- ✓ For deliveries **overseas**, please be aware that delivery time may be longer and there may be customs/import duties to pay - these are the **responsibility of the buyer**.

Packaging

- ✓ We will **take great care** to pack any item you buy from us as professionally and securely as possible and thus do our very best to ensure that it reaches you in the condition it left us.
- ✓ The **environment** is very important to us and we will always use recycled packaging materials wherever possible – so long as the safety of the item, in our reasonable judgement, is not likely to be compromised in any way.

Damage by the carrier

If, **due to the carrier**, there is any damage visible to the packaging on arrival, please take photos before opening and wherever possible mark the delivery note as 'damaged' (on a hard copy or electronically as appropriate). If upon opening the packaging, the item itself is damaged then please contact us immediately at samplersandtreenaeb@gmail.com with images of the damaged goods. If appropriate, we will get in touch regarding **seeking compensation from the carrier**.

Reserving items

We are very happy to place items on reserve for up to **one week**.

Communication

If you have any queries about ordering and paying for an item please contact us. We are a very small team and offering a friendly, helpful, personalised service is very important to us! Please quote the **Stock Reference Code** in the listing with any enquiry.

May 2023

Review: January 2024