

## Delivery

For orders that weigh up to 20kgs our delivery charge is £15 + VAT. Orders over 20kgs are charged £0.50 + VAT per kilo on top of that.

Please note that your first order can only be delivered to the payment cardholder address. For subsequent orders you will be able to add alternative delivery addresses. All deliveries are made by overnight carrier, require a signature and based on delivery to UK mainland addresses. Please contact us if delivery is required outside the UK.

Orders placed before 12pm will generally be delivered within 3 working days. Smaller orders may be delivered sooner. Delivery dates for larger items and large orders will be confirmed when you place your order.

### **Standard Delivery (3 to 4 working days, before 6pm)**

Up to 20kgs - £15.00 plus £0.50 + VAT per kg over 20kgs

### **Express delivery (1 to 2 working days, before 6pm)**

£20.00 plus £0.50 + VAT per kg over 20kgs.

Express delivery is only available for a limited number of items.

NB: We use third party couriers and carriers for all our deliveries and it is important all items are checked before signing for their receipt. If it is not possible to check the goods before signing please sign for the item as UNCHECKED. Please see our returns policy below for an explanation.

## Returns Policy

The majority of products are made or assembled to a customer's specification, and are therefore not offered on approval. All products carry warranty against manufacturing defects, and any faulty goods would be repaired or replaced as appropriate. In the event of a complaint, all work subject to the complaint must be returned to [displayunlimited.co.uk](http://displayunlimited.co.uk) Ltd within 48 hours, along with a written explanation as to the reason for return.

No responsibility for error will be considered by [displayunlimited.co.uk](http://displayunlimited.co.uk) unless a written order was originally supplied. Goods must be returned in their original packaging.

In the unlikely event of goods being received which appear to have been damaged in transit (especially where the packaging may be crushed or pierced), please ask the recipient either not to accept the delivery or sign for it as 'unchecked'. If this occurs, please contact us immediately. We cannot refund for damaged goods if the items have been signed for in good condition or if we are contacted more than 48 hours after receipt.

If you require the goods to be returned for any reason other than the item being faulty please contact us within 48 hours of receipt explaining the reasons for the return.

Nothing in this Returns Policy affects any of your statutory consumer rights.