

## **Delivery Terms and Conditions Wensleydale Sheep Skins Company.**

**Please read the information below carefully before placing an order:**

### **GENERAL**

Stock permitting, all orders placed by mail order or via the web site are usually dispatched within 48 hours of receipt, to arrive with our UK customers within 3 days. In the event that an item is out of stock temporarily, we will notify you of the expected delay and dispatch it as soon as we can make it.

For our UK mainland, Eire and Channel Isles customers:

Sterling £ 0 – 15 Postage & Packing £2.00

Sterling £ 15 – 30 Postage & Packing £4.00

Sterling £ 30 – 60 Postage & Packing £6.00

Sterling £ 60 – 100 Postage & Packing £8.00

Sterling £ 100+ Postage & Packing £10.00 All products are subject to availability.

### **Product information**

We have made every effort to display as accurately as possible the colours of our products that appear on the website. However, as the actual colours you see will depend on your monitor, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the product on delivery.

All sizes and measurements are approximate; however we do make every effort to ensure they are as accurate as possible. Unless otherwise stated, sizes indicated are UK sizes. Please refer to the size guide for clarification.

We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time when the relevant information was entered onto the system. We reserve the right to refuse orders where product information has been mis-published, including prices and promotions.

### **If orders don't arrive.**

If an order doesn't arrive we do ask our customers to wait 7 working days before we dispatch a duplicate order. We rarely find that late deliveries are made after this and the item is likely to be truly 'lost in the post'. We ask our customers to contact us to arrange return of one of the orders at our expense if both do arrive. If the original order doesn't arrive at the 14 day mark please let us know and we will start a claim with the carrier. We do ask that when they make contact, you return the paperwork promptly to expedite the claim. We reserve the right to charge for the duplicate order if the original is delivered and not returned or the paperwork is not returned to enable us to make a claim for non-delivery.