



## Domestic UK Shipping and Returns Policy

### Delivery

We offer you the best value couriers available and are happy to book a delivery on your behalf. Using the information that you provide we will do our best to get your order to you as quickly and as cost-effectively as possible.

### UK Standard Delivery Areas & Courier Options

UK Mainland	Royal Mail, DHL, DPD, Frederick Miller (Pallets)
Scottish Highland & Islands	Royal Mail, DHL, DPD, Frederick Miller (Pallets)
IOW	Royal Mail, DHL, DPD, Frederick Miller (Pallets)
Northern Ireland	Royal Mail, DHL, DPD, Frederick Miller (Pallets)
Channel Islands	Royal Mail, DHL, DPD, Frederick Miller (Pallets)

### Europe & Rest Of The World

We can export goods and these shipments are priced per shipment once your requirements are known.

### Supply to the USA & Canada

Please note we are restricted when shipping to the USA & Canada. Our Public Liability insurance does not allow us to export tanks to the USA & Canada.

### INCOTERMS

We ship our goods DAP, this means that the receiver is liable for all import & custom duties. Export VAT is not charged on these orders. The typical import VAT is 20%, however all charges vary from country to country.

### Third Party Export Collection

While you are welcome to arrange you own courier to collect, there will still be charges that will apply, the potential charges are:

Packing Charges

Export Admin Fee – typically only applies to shipping pallets.

Heat Treated pallets if required by the Country we are shipping to.

We currently do not take European & World Wide orders via the website, you will need to contact a member of our team to discuss this – [sales@tek-tanks.com](mailto:sales@tek-tanks.com)

### **Further information**

When ordering through the store the delivery charge is automatically added to your order and you will see the total amount you have to pay before you confirm the order.

Orders under 2KGs are typically shipped via Royal Mail using a 24-hour Tracked Service\*, a signature is typically required. We request that, if possible, a Safe Place to leave your parcel is added in the notes section for Online Orders or please discuss this with a member of staff when placing an order over the telephone.

For other orders that are not palletised, our preferred courier is DHL for UK deliveries. We request that if possible, a Safe Place to leave your parcel is added in the notes section for Online Orders or please discuss this with a member of staff when placing an order over the telephone.

Volumetric Weight & Oversized Parcels

On occasion some items will have their volumetric weight used as the consignment weight. The volumetric weight calculations are set by the couriers and the calculations vary. By this can mean

that some large, light weight parcels have a higher weight applied to the consignment than the actual weight of the consignment. This can cause the consignments to have a higher delivery rate applied.

Consignments with a length of over 1m will also have a “oversized” surcharge added to them. These are surcharges enforced by our couriers.

### **Out Of Stock Items**

While we endeavor to have all items in stock, there may be occasions when we are unable to fulfil your order.

Should this situation arise, we will contact you immediately to discuss your options. With our online order, the payment is taken at the time of placing the order. If an item is out of stock, we will offer you the option to have an alternative product, a refund for the missing item(s) or have the items placed on back order. If you choose to have the item on back order, we will dispatch the items we have in stock and follow the missing item when available at our cost.

### **Despatch Times**

While we endeavor to ship all orders received online by 12pm the same day, we are unable to guarantee it will be despatched the same day the order is received.

**Next-day delivery\***; Our couriers deliver Monday – Friday between 8am – 6pm. Orders despatched on Friday will be delivered on the following Monday. Online orders received Saturday & Sunday will be despatched Monday for delivery on Tuesday. This is subject to stock availability at the time of ordering.

\*A Next day service will be used where the couriers offer this for your area. A 2-3 day delivery time scale may apply to IOW, Scottish Islands & Highlands, Northern Ireland & Channel Islands.

**Courier delivery:** The majority of our parcels will be sent via courier, the bulk of which are with DHL. Please be aware that they advertise their delivery times as anywhere between 8 am - 6 pm Monday to Friday. We are not able to dictate to them a time slot and in most cases, a signature will be required.

### **Delivery Issues**

Please be aware all carrier companies are independent businesses and as such Tek Tanks has no control or authority over them. Tek Tanks will always investigate any issue such as missed deliveries or late deliveries fully but cannot be held responsible for a carrier's failings.

For additional delivery and performance information please refer to Section 4 of our Terms and Conditions

# Returns

## Returning Products

We will accept goods for return up to 14 days from our shipment date. The Distance Selling Act allows for a much shorter return period (7 working days) for items purchased through our online store. This applies to UK returns only.

If there is nothing wrong with the goods and you just want a refund or wish to exchange something, please email [sales@tek-tanks.com](mailto:sales@tek-tanks.com) for a "returns authorisation". You will also need to include with the goods a return form, this can be found here:

**[Product-Return-Form-Rev-C.docx \(live.com\)](#)**

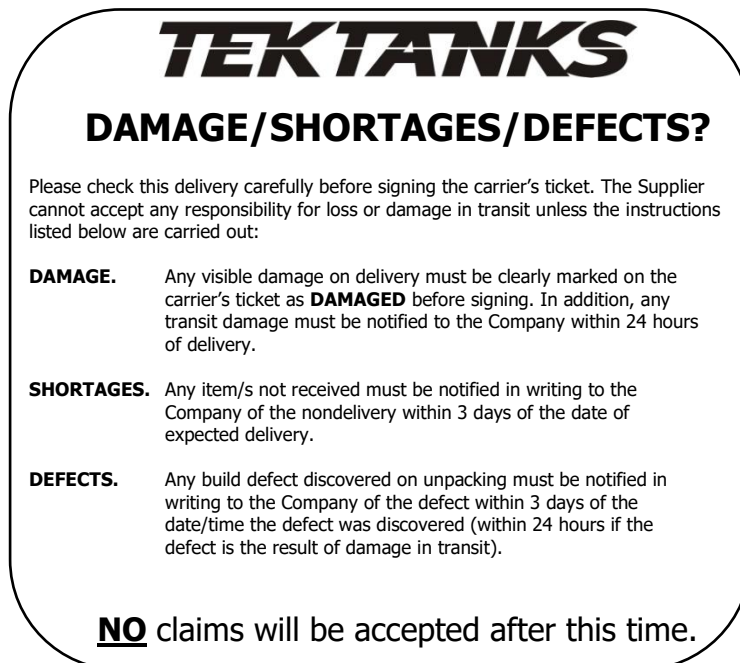
**Please contact a member of the Sales team before sending back items.**

If you want something different, please make sure that you put a note on the paperwork with your precise instructions.

Please note that we can only accept returns for restocking that are:

- In the original packaging.
- Unused.
- Are in 100% resaleable condition.
- Are returned within 14 days of shipping.

We also accept returns for goods that are damaged or not working correctly or have been damaged in transit. Transit damaged goods must be notified within 24 hours. Other shortages or defects must be notified in accordance with the timelines as detailed in the label attached to every consignment. A copy of the label is shown below:



For products in this category, please email [sales@tek-tanks.com](mailto:sales@tek-tanks.com) for further instructions.

Goods Returned – Unwanted\* – within 14 days of shipping.

As long as the goods returned meet the criteria above a full refund will be processed excluding the original delivery charge.

Goods Returned – To be exchanged\*within 14 days of shipping.

As long as the returned goods meet the criteria above a credit note for the returned goods excluding the original charge will be raised. An invoice will be raised for the goods you wish to exchange them for, this will include a delivery charge, once the paperwork is raised you may be due a refund for the difference, or you will be contacted for a payment for the difference.

Goods Returned – Damaged / Shortages / Defects

For the full procedure please refer to our Terms & Conditions of supply, which can be found here:

[Tek-Tanks-TCs-of-Supply-Issue-3.pdf](#)

\*Not all goods are included in the “Unwanted” or “Exchange” categories above, these items include and are not limited to, custom built items, any standard tanks modified to suit an individual’s requirement and any standard items modified to suit customers individual requirements.

All returns are at the customer's expense. If the return is made after 14 days of shipping Tek Tanks reserves the right to make a restocking charge up to 15% of the value of the original order.