



Universeal Delivery Policy

It is understood that each order is placed with the purchaser's full acceptance of all general conditions established by the seller.

- 1. Delivery Term** – This runs from the date of the order confirmation and shall be considered as approximate; it shall not, in any case, be considered an essential condition and may be extended by the seller in the event of unforeseen circumstances.
- 2. Dispatch** – Dispatch is understood to have been made the moment in which the goods are placed at the purchaser's disposal on deliver to the carrier. Partial dispatches are also permitted without this being considered by the customer as cause of delay.
- 3. Delivery Time** – Approximate delivery time is 2-3 working days from receipt of order within the U.K. For items ordered on Friday before 2PM, "Next Day" delivery refers to the next working day, Monday. Saturday delivery can only be arranged if contacted and pre-arranged. We are unable to arrange courier service to deliver items on Sundays or Bank Holidays. Orders placed on Friday after 2PM, Saturday or Sunday for "next day delivery" will be packed and shipped on the following working day i.e. Monday, for arrival on Tuesday.
- 4. Transport** – The seller shall dispatch the goods via the means considered most opportune without this entitling the purchaser to make claims.
- 5. Insurance** – Only if requested and always at the purchaser's charge.
- 6. Packing** – Excepting different agreements accepted by the seller packing shall always be in cartons, unless orders are fewer than 5 items: all responsibilities of the seller shall cease once delivery has been made to the purchaser or carrier without claims or reserves.
- 7. Cost** – All orders over £75.00 within the UK (except regions of Scotland / IOW) are free from delivery charge; any orders less than this value will be charged from £6.00 for delivery. Additional delivery charges are levied for regions of Highlands / Scottish Islands, please telephone for quotation. **IMPORTANT: We cannot accept orders from the Channel Isles, Northern Ireland or the Republic of Ireland as we cannot deliver to these locations currently.**
- 8. Delivery Details** – Please ensure you provide a correct postcode and address; our ordering system automatically creates shipping labels based on the information you provide. If the information you provide us is incorrect and you do not inform us upon receipt of your Despatch Notice / Acknowledgement, we will not be held responsible for any delay or failure to comply with our obligations as the delay or failure arises from a cause which is beyond our reasonable control. This condition does not affect your statutory rights. If there is likely to be a problem with your delivery then we will attempt to contact you. Please ensure that the contact details you give are accurate - we will attempt to e-mail you or telephone you. We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.
- 9. Re-delivery Service** – The carrier will provide a redelivery service at no additional charge. A notice of attempted delivery will be left at the recipient's address after each attempted delivery, indicating date and time of the presentation. Any Shipment which cannot be delivered after three (3) attempted deliveries will be returned to the nearest carrier facility and an attempt made to notify the Recipient. In the case of deliveries to a private address ("Residential Deliveries"), only one re-attempt will be made after the initial attempted delivery. If the Shipment has not been delivered after three (3) attempted deliveries (two (2) in case of a "Residential Delivery") or after being held for five (5) business days from the date the shipment is received and has cleared customs in a destination station, it will be considered undeliverable.
- 10. Undeliverable Shipments** - A Shipment is considered as undeliverable if (i) the Recipient's address is incomplete, illegible, incorrect or cannot be located, (ii) delivery is impossible because of the unavailability or refusal of an appropriate person to accept delivery or sign for delivery of the Shipment on the initial delivery attempt or reattempts, (iii) the Shipment is unable to clear Customs, (iv) the Shipment would likely cause damage or delay to other Shipments or goods, or injury to persons, (v) the Shipment contains prohibited items, (vi) the Recipient is unable or refuses to pay for a Bill Recipient Shipment, or (vii) the Shipment's contents or packaging are damaged to the extent that re-wrapping is not possible.
- 11. Delivery Inspection and handling of goods** - You are responsible for inspecting your shipment upon delivery. If the courier attempts to deliver your order and you can see damage or visible leaks from the packaging you should refuse to take delivery of the goods. Universeal will accept no liability if any issues that arise after you have signed for the shipment, barring a manufacturing defect. Upon receipt of your goods, you should open the packaging in a safe, suitable outdoor environment. Despite Universeal's best efforts with robust, layered packaging, there is always a small risk that damage or leakage could occur during transit. Universeal chemicals have the potential to damage sensitive surfaces if left unattended and Universeal does not recommend that you store them indoors unless specifically indicated.
- 12. Charges** - Return Charges will be assessed to the recipient together with the original Charges, unless the Shipment was undeliverable due to the fault of the carrier or Universeal. Also included will be any other Charges incurred by the carrier or Universeal including but not limited to duties, taxes and storage fees, if applicable.



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