

Delivery Policy

by SEQ Legal Delivery Policy

(1) Introduction

This delivery policy gives details of the delivery methods, delivery periods and delivery charges that apply to any orders for our products.

This policy is a legally binding document, and forms part of the contract of sale between you and us made under our terms and conditions of sale.

(2) Free delivery

We offer free Royal Mail Signed For® 1st Class (UK) delivery on to Scotland, England, Wales, Ireland addresses. Other orders will be subject to delivery charges as detailed in Section 5 below.

(3) Delivery methods

We will deliver to the following countries and territories:
-EU;

If the address for delivery of your order is a UK address, then your parcel will be sent by Royal Mail Signed For® 1st Class (UK);

If the address for delivery of your order is not a UK address, then your parcel will be sent by standard international delivery;

(4) Delivery periods

This table indicates the typical delivery periods for the different delivery methods.

Delivery method	Typical delivery period
Royal Mail Signed For® 1st Class (UK)	up to 2 working days
Standard international delivery	7-10 working days

If you place your order on a working day, or on a non-working day, these periods run from the close of business on the next following working day.

These periods are indicative only, and whilst we will make every effort to ensure that you receive your delivery in good time, we do not guarantee delivery before the end of the specified period.

(5) Delivery charges

Delivery charges will be calculated and automatically applied to your order during the

checkout process. This table indicates for the different delivery methods. All amounts are stated in GBP.

Delivery method	Charges
Royal Mail Signed For® 1st Class (UK)	Free
International delivery (EU)	£ 7.85

(6) Delivery tracking

You can use your order number (provided in your order confirmation email) to track your delivery.

(7) Receipt and signature

All deliveries must be received in person at the delivery address, and a signature must be provided.

(8) Additional deliveries and collection

If the delivery is unsuccessful, our delivery service providers will leave a card at your address, with instructions on how you may collect your product. Such instructions will include a time limit for collection.

(9) Delivery problems

If you experience any problems with a delivery, please contact us by email or through our website at www.kinematicgp.com

If our delivery service provider is unable to deliver your products, and such failure is your fault (and you do not collect your products from our delivery service provider within the time specified on the card left at your address), then we may agree to arrange for re-delivery of the products, providing that we reserve the right to charge you for the actual costs of re-delivery (even where the initial delivery was free-of-charge).

An indicative list of the situations where a failure to deliver will be your fault is set out below:

- you provided the wrong address for delivery;
- there is a mistake in the address for delivery that was provided;
- the address for delivery is not reasonably accessible;
- the address for delivery cannot safely be accessed;
- where in person receipt is not required, there is no easy and secure means of leaving the products at the address for delivery and there is no person available to accept delivery;
- where in person receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature.