

DELIVERY



Delivery policy

1. Introduction

1.1 This policy contains details of the delivery methods, periods and charges that apply to orders for our products made through our website or by in person or email.

2. Geographical limitations

2.1 We will usually deliver to the all countries within the EU.

2.2 We may from time to time agree to deliver products to other countries and territories.

3. Delivery methods and periods

3.1 The methods that we use to deliver our products, and the time periods within which delivery is usually completed, are as follows:

- (a) if your delivery address is within the United Kingdom, your delivery will be made via Royal Mail services, first class post. The typical period for delivery of products by this method is 1-2 working days, including processing time.
- (b) if your delivery address is outside the United Kingdom, and within the EU, we will deliver using via Royal Mail services, first class and the typical period for delivery of products by this method is approximately 7-10 working days, including processing time.
- (c) if your delivery address is outside EU, we will ship via Royal Mailservices, first class, and the typical period for delivery of products by this method is between 1 and 3 weeks, including processing time.

3.2 When your order is placed, and funds cleared, these time periods run from the close of business on the following working day.

3.3 The delivery periods set out in this Section 3 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 stated period.

4. Delivery charges

4.1 Delivery charges are included in the price of the product shown on the website.

5. Delivery problems

5.1 If you experience any problems with a delivery, please contact us using the contact details that we publish on our website or otherwise notify to you.

5.2 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 relevant time limit, we may agree to arrange for re-delivery of the products; however, we reserve the right to charge you for the actual costs of re-delivery. For parcels sent outside the UK, and where the return is deemed to be your fault, we reserve the right to deduct any additional charges resulting from the return process from any refund or credit.

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

- (a) you provided the wrong address for delivery;
- (b) there is a mistake in the address for delivery that was provided;
- (c) the address for delivery is not reasonably accessible;
- (d) the address for delivery cannot safely be accessed;
- (e) if 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; or
- (f) if in-person receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature.
- (g) collection of the delivery was not made from the delivery office within the indicated time limit.
- (h) relevant import taxes and/or duties are not paid by you when requested, and the parcel is returned to the UK (for parcels sent outside the UK).

5.4 All deliveries are subject to the relevant Royal Mail Terms & Conditions with regard to lost or damaged parcels. Any refunds or replacements for lost parcels will only be issued once Royal Mail have confirmed that the parcel has been lost, and we are able to submit a claim. This can be between 10 and 25 days after the due delivery date, depending on service used and destination country. Full details on Royal Mail claims procedures and timescales can be found at: <https://www.royalmail.com/retail-compensationpolicy-loss>

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6. Our details

6.1 This website is owned and operated by Saul Taylor t/as Future Primitive Publishing.

6.2 You can contact us by writing to our postal address, by email or through Twitter.

Contact details are available on our website at www.future-primitive.co.uk

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