



Camellia DESIGN

Delivery

Free Delivery on all orders!

We offer a Free Delivery service on all of our products.

Our items are insured and where available tracking information is supplied from our couriers.

The delivery service on this website is only for delivery of products to customers within mainland UK addresses.

Delivery Times

Most of our products are limited editions and printed to order, with a slight time allowance for printing, we aim to deliver within 10 Working Days of your placement of an order.

Any stock items will be delivered within 5 working days.

Estimated delivery dates are given in good faith but cannot be guaranteed. We will not accept liability for any losses incurred as a result of delivery times. Time is not of the essence of the contract. If the expected delivery time exceeds 30 days, you may cancel your order and receive a full refund on your order.

Checking your order

Please check the products you receive against your Order and confirm they are all present and correct, and they are the correct colour and size. Please examine the products for apparent



Camellia DESIGN

faults or damage at the time of delivery. If you have any concerns on inspection, please contact us immediately at orders@camellia.design or alternatively phone: **07599 221 224**.

Damaged Goods

In the unlikely event that your goods are damaged, defective or incorrect, genuine complaints will be dealt with in good faith. We shall make good any shortage, replace or repair any damaged or defective goods, or refund to you the amount you paid for the goods in question provided that any missing items or damage is noted on the courier documentation at the time of delivery. However, your rights may be adversely affected if you do not contact us as soon as possible.

Disclaimer

Risk of loss and damage of products passes to you on the date when the products are delivered or on the date of the first attempted delivery by us.

Our courier will make three attempts to deliver your parcel. If a courier arrives at your address and is unable to deliver on the arranged delivery date because; no one is there to accept delivery, you refuse to sign or you refuse delivery or for any reason other than damage. You will be liable for the cost of the failed delivery attempt and any subsequent re-delivery charge.

If you have made no attempt to contact us within 2 working days after the delivery has been refused for any reason other than damage which must be noted on the courier documentation at the time of delivery. The goods will automatically be returned to us and you will be liable for all delivery costs incurred.