



## Our Shipping and Returns Policies.

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## Shipping Policy.

### Order Processing

- **Order Confirmation:** Once your order is placed, you will receive an email confirmation.
- **Processing Time:** Orders are processed within 5 business days. Orders are not shipped on weekends or holidays.

### Shipping Rates & Delivery Estimates

- **Shipping Rates:** Shipping charges for your order will be calculated and displayed at checkout.
- **Delivery Estimates:** Delivery times vary based on location and shipping method chosen. Estimated delivery times are:
  - **Standard Shipping** to an address within the United Kingdom: 10 business days.
  - **Overseas Shipping** to an address outside of the United Kingdom: 15 business days.

### Shipping Methods

- We offer the following shipping methods:
  - Courier arranged delivery.

### International Shipping

- **Availability:** We aim to ship globally via an approved international courier.
- **Customs, Duties, and Taxes:** DirectionDeck is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer.

### Shipment Confirmation & Order Tracking

- **Shipment Confirmation:** You will receive a shipment confirmation email once your order has shipped containing your tracking number(s).
- **Order Tracking:** The tracking number will allow you to track the status of your shipment.

### Damages

- **Damaged Items:** DirectionDeck is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.
- **Save Packaging:** Please save all packaging materials and damaged goods before filing a claim.

### Contact Information

- If you have any questions about this Shipping Policy, please contact us at:
  - Email: [info@directiondeck.com](mailto:info@directiondeck.com)

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## Returns Policy.

### Return Eligibility

- **Time Frame:** You can return items within 5 days of receipt.
- **Condition:** Items must be in their original condition, unused, and intact.

### Return Process

1. **Initiate a Return:** To start a return, please contact our customer service at [info@directiondeck.com](mailto:info@directiondeck.com)
2. **Return Authorisation:** Once your return is approved, you will receive a return authorisation number and instructions on how and where to send your package.
3. **Packaging:** Ensure the item is securely packaged to prevent damage during transit.

### Refunds

- **Inspection:** Once we receive your return, we will inspect the item and notify you of the approval or rejection of your refund.
- **Refund Method:** If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 10 working days.
- **Partial Refunds:** Partial refunds may be granted for items that are not in their original condition, damaged, or missing parts for reasons not due to our error.

### Exchanges

- **Defective or Damaged Items:** If you need to exchange an item due to a defect or damage, please contact us at [info@directiondeck.com](mailto:info@directiondeck.com) for assistance.

### Shipping Costs

- **Return Shipping:** You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.
- **Exchange Shipping:** If you are exchanging an item, we will cover the shipping costs for sending the new item to you.

### International Returns

- **Customs and Duties:** International customers are responsible for any customs and duties fees associated with returning items.

### Contact Information

- If you have any questions about our Returns policy, please contact us at:
  - Email: [info@directiondeck.com](mailto:info@directiondeck.com)