

Shipping Policy for IDTech Systems UK Ltd

Shipping Time

At IDTech Systems UK Ltd, we are committed to expediting order processing and ensuring prompt shipment. Orders for stock items placed before 2:00 pm are typically dispatched on the following business day. However, it is crucial to acknowledge that items categorized as out-of-stock or those necessitating bespoke or personalized customization may entail additional processing time. Should you have urgent requirements or specific time constraints, please inform us, and we will exert every effort to accommodate your needs, accordingly, prioritizing your satisfaction and convenience.

Shipping Charges

Our shipping charges are meticulously calculated based on the delivery address location and the selected delivery service type. It is imperative to ensure the accuracy of the provided postcode address and contact details to facilitate seamless delivery.

For deliveries within the UK, we ensure full transparency regarding actual shipping charges. Simply register on our website, add your desired products to the shopping basket, and the total charge, inclusive of shipping fees, will be clearly displayed. For international orders outside the UK mainland, we encourage you to reach out to us directly for comprehensive shipping details and arrangements, ensuring a smooth and hassle-free shipping experience tailored to your needs.

Returns

In the event of returning Goods to us due to defects, we adhere to a meticulous process of inspection to ensure the highest standards of quality and customer satisfaction. We promptly notify you of your refund status via email within a reasonable timeframe, demonstrating our commitment to transparency and accountability. Refunds are processed using the original payment method and within 30 days from the receipt of the returned goods or refund approval following inspection of the faulty items. It is imperative to notify us in writing of any damaged or defective goods within 24 hours of delivery, enabling us to address your concerns promptly and efficiently.

Rest assured, damaged or defective Goods are refunded in full, encompassing the delivery charges incurred for sending the item to you, underscoring our dedication to resolving issues and mitigating inconvenience for our valued customers.

We extend our acceptance of returns to non-faulty goods within 7 days of receipt, provided they are returned in their original packaging and maintain a resaleable condition. Each return undergoes careful inspection to ensure compliance with our stringent return policy, reflecting our unwavering commitment to quality assurance and customer satisfaction. Please note that returns of non-faulty goods may occasionally be subject to handling and/or restocking charges, ensuring fairness and transparency in our operations.

Regrettably, we are unable to accept international returns, underscoring our focus on providing exceptional service and support tailored to our UK-based clientele.

The determination of whether goods are deemed resaleable rests solely at our discretion, ensuring fair and consistent application of our policies to safeguard the interests of both our customers and our business.

We emphasize that customers are responsible for bearing the cost of returning non-faulty goods, reflecting our commitment to fostering a mutually beneficial relationship based on trust and accountability.

It is important to note that no refunds will be issued for goods returned after the stipulated 7-day timeframe, underscoring our adherence to clearly defined policies and procedures to ensure fairness and consistency.

Additionally, personalized goods are strictly non-refundable, reflecting the bespoke nature of such products and our commitment to upholding the highest standards of quality and craftsmanship.

In summary, our comprehensive shipping policy embodies our unwavering commitment to customer satisfaction, transparency, and accountability, ensuring a seamless and rewarding experience for every valued customer of IDTech Systems UK Ltd.