



Cherry Tree Card Company

www.cherrytreecardcompany.com

DELIVERY POLICY

VERSION 3

EFFECTIVE FROM 16th FEBRUARY, 2021

Delivery Policy

1. Introduction

- 1.1 In this policy we set out details of the delivery methods, periods and charges that apply to orders for our products made through our website (www.cherrytreecardcompany.com) or through our Etsy online store (etsy.com/uk/shop/CherryTreeCardCo) or through our social media pages or by telephone or email.
- 1.2 This policy is a legally binding document, and this policy shall form part of the contract of sale between you and us made under our Terms and Conditions of Sale.

2. Delivery charges, free delivery and charges for enhanced delivery

- 2.1 Delivery of all items purchased through our Etsy online store for delivery in Great Britain (i.e., in Scotland, England or Wales) will be charged at the rate advertised with each product on the Etsy store and will be added to the total amount payable at the checkout stage of your purchase.
- 2.2 Delivery of all items purchased through our Etsy online store for delivery in Northern Ireland will be charged at the rate advertised with each product on that site and will be added to the total amount payable at the checkout stage of your purchase, however, additional charges may apply, depending on the treatment of your consignment by our chosen service provider. If additional charges apply, we will contact you to request payment before dispatching your order. You may cancel your order and receive a full refund if the additional charges are not acceptable to you.
- 2.3 Delivery of all items purchased directly from us (i.e., not via our Etsy online store) will be subject to a delivery charge unless we state expressly otherwise. We will advise you of the delivery charges that apply to your order at the same time as we advise you of the total cost of the order itself.
- 2.4 From time to time we may offer free delivery on certain orders. Such free delivery as we offer you shall be offered solely at our discretion and based on the delivery methods and periods as detailed in Section 4 and provided by a service provider of our choice.
- 2.5 You may request an enhanced delivery service above and beyond the methods we would normally choose for your order as detailed in Section 4 of this policy, (e.g., you request guaranteed next-day delivery). Any enhanced delivery service you request must be offered between our location and your chosen delivery address by at least one service provider.
- 2.6 If you require an enhanced delivery service you must state your requirements clearly at the time you place your order with us.
- 2.7 Enhanced delivery may incur additional charges. We will contact you to advise you of the amount of any additional charges falling due in respect of your request for enhanced delivery, based on your chosen method of delivery before dispatching your order and calculated as follows –
 - (a) additional delivery charges will be calculated as the difference between the cost of the enhanced service you request and the cost we would bear for the delivery method we would normally choose for your order.
- 2.8 If you require an enhanced delivery service and we have advised you of additional charges falling due, you must pay us any such charges in full before we dispatch your order.

3. Geographical limitations

- 3.1 We will make all reasonable endeavours to deliver to the following countries and territories: England, Scotland, Wales and Northern Ireland.
- 3.2 We may from time to time agree to deliver products to other countries and territories.

4. Delivery methods and periods

- 4.1 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 a residential address in Great Britain and your order can be packaged as a Letter or Large Letter (as defined by Royal Mail Group Ltd), we will employ Royal Mail 2nd Class. The typical period for delivery of products by this method is 3 working days;
 - (b) if your delivery address is a residential address in Great Britain and your order cannot be packaged as a Letter or Large Letter (as defined by Royal Mail Group Ltd), we will employ signed-for delivery by a service provider of our choice. The typical period for delivery of products by this method is 2 working days. Where it is practicable to do so, we will advise you of any consignment tracking identification number or code provided to us by the delivery service provider so that you may monitor the progress of your delivery;
 - (c) if your delivery address is a non-residential address in Great Britain, we will employ signed-for delivery by a service provider of our choice. The typical period for delivery of products by this method is 2 working days. Where it is practicable to do so, we will advise you of any consignment tracking identification number or code provided to us by the delivery service provider so that you may monitor the progress of your delivery;
 - (d) if your delivery address is outside Great Britain, we will employ signed-for delivery by a service provider of our choice. The typical period for delivery of products by this method is 5 to 10 working days. Where it is practicable to do so, we will advise you of any consignment tracking identification number or code provided to us by the delivery service provider so that you may monitor the progress of your delivery;
 - (e) in the particular circumstances where your delivery address is deemed by us to be close enough to our business location (Clydebank, Scotland), we may decide to hand-deliver your order to you personally at no extra charge to you. If we choose to use this method of delivery, we will contact you in advance to arrange a specific time and location for delivery that is acceptable to you.
- 4.2 These time periods run from the close of business on the day we dispatch your order to you.
- 4.3 The delivery periods set out in this Section 4 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.
- 4.4 We may conduct fraud screening checks before dispatching the product, and these checks may delay your delivery. If the delivery is likely to be delayed as a result of fraud screening checks, we will notify you.

5. Delivery tracking

- 5.1 Delivery tracking is available only in respect of orders where the service provider supplies such information to us in the form of a consignment tracking identification number or code.
- 5.2 Where such a consignment tracking identification number or code is provided to us, we will forward details of it to you and how you may use it.

6. Receipt and signature

- 7.1 All deliveries other than those detailed at Section 4.1(a) of this Policy must be received in person at the delivery address, and a signature must be provided by you or a person authorised by you with the capacity of understanding to accept the delivery.
- 7.2 Our chosen service provider may notify you in advance of attempting to make a delivery requiring signature.

8. Additional deliveries

- 8.1 Depending on the service provider employed and the method of delivery used for your order, if an initial delivery attempt is unsuccessful, our service provider may make another attempt to deliver your order but this is not guaranteed by us.

9. Collection

- 9.1 If your products remain undelivered despite our service provider making a reasonable attempt or attempts to deliver them, the service provider may leave a card at your address, with instructions on where and how you may collect your order, including a time limit for collection. It is your responsibility to comply with the instructions left by the service provider within their stated time limit.

10. Delivery problems

- 10.1 If you experience any problems with a delivery, please contact us using the contact details that we publish on our website (www.cherrytreecardcompany.com) or otherwise notify to you.
- 10.2 If our service provider is unable to deliver your order, and such failure is your fault or you do not collect your products from our service provider (including collection from an address or drop-off location communicated to you by our 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 (even where the initial delivery was free of charge).
- 10.3 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 to us;
 - (b) there is a mistake in the address for delivery that you provided to us;

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- (c) there is a mistake in details provided by you to us or directly to our service provider for an alternative drop-off location (for example, a local shop) or other address where you have arranged for your delivery to be held for you;
- (d) the address for delivery is not reasonably accessible;
- (e) the address for delivery cannot safely be accessed;
- (f) the address or location you provided to us or directly to our service provider is deemed insecure by the delivery service provider;
- (e) if signed-for receipt is not required, there is no reasonable and secure means of leaving the products at the address for delivery and there is no person available to accept delivery; or
- (f) if signed-for receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature or there is no person available at the address of a suitable age or capacity of understanding to accept delivery and provide a signature.