

## Delivery & Returns

The items displayed on our website are either in stock or available from one of our key suppliers. We challenge ourselves to provide a prompt delivery service and most orders are despatched for delivery within 3 working days for orders received before 3pm. Orders received after 3pm will be despatched on the next working day. All orders will have to be signed for on delivery.

Standard Delivery is £6.50 on all orders - this is one charge for the entire order, not per item so the more you order, the more you SAVE!. This applies to all UK Mainland addresses.

Next day delivery is available at a charge of £9.99 for mainland UK. This is only available on items that we have in stock within our warehouse not for items that we would need to order in from our suppliers. It is advisable to contact customer Services on 01623 820888 to confirm that your item is available for next day delivery. Orders placed before 1pm would be received the next working day (excluding Saturdays) Orders placed after 1pm would be despatched the following working day for delivery the working day after that.

Saturday deliveries can be arranged at an additional cost. Please contact customer services for more information.

Orders with a goods value over £150 may be eligible for free delivery. Free delivery is available for mainland UK orders and would be sent out via our standard service.

At [www.caravancoversonline.co.uk](http://www.caravancoversonline.co.uk) we want to be as flexible as possible and offer the facility to have your order delivered to another address other than your home (subject to security checks). This is great if you are busy and there isn't anyone at home during the day and need your purchase delivered to your work address or if you are buying something as a gift for a family member or friend. Simply create an account with your own personal details then change the delivery / shipping address at step 1 of the checkout process and fill in the address where you want your item to be sent.

When ordering multiple items, we may fulfil your order in separate consignments but will not charge any extra for doing so. In the event of an item being unavailable or we have failed to deliver within 28 days, we will make contact with you explaining the details and give you the opportunity to cancel your order. Any payment you have made to us will be refunded.

When you have placed an order with [www.caravancoversonline.co.uk](http://www.caravancoversonline.co.uk), you will receive a confirmation e-mail with the details of your purchase. Your order represents an offer to purchase an item which is only accepted when we e-mail confirmation of dispatch.

We honour your right to cancel an order under the distant selling regulations (2000). You have 7 days in which to notify us that you wish to cancel and the 7 days commences on the day after you receive your order. This is your statutory 'cooling off' period. You can notify us by e-mail, or fax. Unless your delivery is defective or damaged, it is your responsibility to return the goods at your cost. You must notify us prior to sending the item back otherwise we cannot accept it.

Items must be returned as sold in its original packaging and in "as new" condition. If the item has been unpacked and the contents or packaging is damaged in any way, the item will be returned to you and we will charge you for any additional carriage. Any promotional item or free gifts that were sent as part of the order must be returned also.

Any item being returned to us must be received by us within 14 days of us being notified of your intention to send the item back. Only after inspection and providing the conditions in this agreement are met, we will refund the invoice value of the item less the cost of delivery. This charge varies according to the weight of the product and we will confirm what that is when you contact us about returning your order.

If you prefer, we can make arrangements to collect the item for you and as long as the conditions in this agreement are met, we will refund your credit card less the cost of delivery (as above) plus the cost for returning your order.

## Returning a Defective or Damaged Item

At [www.caravancoversonline.co.uk](http://www.caravancoversonline.co.uk), we expect a high level of service from both ourselves and our suppliers. In the rare occurrence that you have received your order and it is defective or damaged, please contact us immediately either by e-mail or on 01623 825399.

If an item has been damaged in transit we will arrange for collection of the item and redelivery of a replacement item.

For defective items we will ask you to complete a returns form detailing the fault or defect. The item will then be returned to the manufacturers for testing. Once a fault has been confirmed you will be entitled to a repair, exchange or refund. We are legally obliged to report the results of any testing to you within 28 days of receiving the faulty item back from you. If the awning is not found to be faulty or defective or it is proven that the fault is not due to a defect in manufacturing or the materials used ( for example if the fault has occurred due to misuse ) the item will be returned to you and you will be liable for all postage involved in the returning of the item for testing.

Last updated on 12th August 2009