



ARROW Industrial Group Ltd Online Delivery Policy

Deliveries will generally be made between 8am and 5pm Monday to Friday (excluding bank holidays). Deliveries will be made using a 'Next Working Day' Third Party Carrier so depending upon time of day your order is placed deliveries can be expected within 24-48 hours (subject to stock availability and any other exception beyond our reasonable control) from receipt of your paid order.

Delivery will be made only to UK Business Addresses and must be a UK address only. We cannot guarantee delivery dates and times as these may be affected by circumstances outside our control. We will do our best to contact you if we are forewarned of delays.

For this reason we are unable to accept responsibility for lost working time and recommend goods are ordered well in advance of any project start dates.

If our carrier is unable to gain access to the agreed delivery address the goods are normally held by the carrier until such time as delivery can be re-arranged or the carrier may return the goods to our warehouse and we will make contact with you to re-arrange delivery. Unfortunately in these circumstances we may have to charge you a further delivery fee.

All goods must be signed for to confirm receipt.

MAINLAND UK ONLINE DELIVERY CHARGES

Shipping charges are calculated by weight and to make ordering quantity rolls and calculating shipping costs as simple to calculate as possible these are displayed by £ order values as follows: -

Order Value	Carriage cost based on single delivery
Up to £100	£14.00
£100.01 - £200	£18.00
£200.01 - £300	£28.00
£300.01 - £400	£38.00
£400.01 - £500	£48.00
£500.01 - £599	£58.00
£600 +	£0.00

Orders of £600 and above are delivered inclusive of carriage

Notes: Net order value excluding VAT - VAT currently 20% is calculated on final order balance with carriage cost included

Carriage rates are subject to change without notice

VAT to be charged at the prevailing rate at the time of order placement

For information on Returns and Refunds Please refer to ARROW Returns Policy on:

www.arrow-industrial.co.uk/terms-conditions-and-refunds/

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