

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.swisscolor.ie by telephone +353 89 9679410 or email info@swisscolor.ie.
- 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].] OR [This policy shall not create legally enforceable rights and obligations; rather, our usual practice in relation to the delivery of products is indicated in this policy.]

2. Free delivery

- 2.1 We offer free standard delivery to all ROI addresses on orders over €1000 (including VAT)
- 2.2 All other orders will be subject to delivery charges as detailed in Section 5.

3. Geographical limitations

- 3.1 We will be able to deliver to the following countries and territories: Republic of Ireland
- 3.2 We may from time to time agree to delivery products to other countries and territories. If your country has an official distributor of Swiss Color International, we are not able to process your order. Please contact your local distributor.

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) We deliver by registered Irish post. If your delivery address is in Ireland, the typical period for delivery is 2-5 working days.
[additional list items]
- 4.2 If you place your order by 4pm on a working day, these time periods run from the close of business on that day; if you place your order after 4pm on a working day, or on a non-working day, these time periods run from the close of business on the next following working day.
- 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 charges

- 5.1 Delivery charges will be calculated by our website and automatically applied to your order during the checkout process, or alternatively quoted by us.
- 5.2 Applicable delivery charges will depend upon the amount (inc VAT) of your order.
- 5.3 Our delivery charges are as follows:

order value 0-€299 (inc VAT)	delivery fee is €10
order value €300-€999(inc VAT)	delivery fee is €13
order value €1000 or above (inc VAT)	delivery is free

6. Delivery tracking

- 6.1 Delivery tracking is available in respect of all orders for our products. We will send you an email after your goods are sent by registered Irish post. This email will contain the tracking number of your order.
- 6.2 To track your delivery, enter your tracking number (which is provided in your order confirmation email) into our delivery service provider's website here: <http://www.anpost.ie/AnPost/MainContent/An+Post+Online/>

7. Receipt and signature

- 7.1 All deliveries must be received in person at the delivery address, and a signature must be provided. When you miss a delivery you will receive a notice of a missed delivery from your postman with instructions on how you may collect your products, including a time limit for collection. This notice will also tell you the address of your local An Post mail centre/ parcel collection centre you can collect your goods from. Please do not forget to take an ID with you with the same address as your delivery address.

9 Delivery problems

- 9.1 If you experience any problems with a delivery, please contact us asap on +353 899679410 or by email info@swisscolor.ie
- 9.2 If our delivery service provider is unable to deliver your products, and such failure is your fault[, and you do not collect your products from our delivery 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).
- 9.3 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;
 - (b) there is a mistake in the address for delivery that was provided;

- (c) the address for delivery is not reasonably accessible;
- (d) the address for delivery cannot safely be accessed;
- (e) if in-person receipt is not required, there is no easy and secure means of leaving the products at the address for delivery and there is no person available to accept delivery; or
- (f) if in-person receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature.