

# **DELIVERY & RETURNS**



This Delivery & Returns Policy, as laid out, is valid to the Online Shop only.

We deliver to Mainland UK, excluding the Scottish Islands and Highlands. For any locations outside Mainland UK, including international shipping, please contact us at [eshop@tnsgroup.co.uk](mailto:eshop@tnsgroup.co.uk) for a cost estimate.

## **Shipping Fees**

A standard shipping fee of £6.25 will be applied to light goods (under 2KG), parts, clothing, toys and merchandise.

Deliveries over 2kg are sent via Couriers or Royal Mail (Mainland UK Only) at a cost of GBP £9.95

Postcodes beginning with AB/ HS/ IV/ KW/ PA/ PH/ ZE- Shipping fee of £20

Postcodes beginning with BT/ IM / TR – Shipping fee of £30

Postcodes beginning with JE/ GY – Shipping fee of £55

## **All prices include VAT.**

Click & Collect - FREE

## **Heavy Goods & Machinery Deliveries**

Heavy goods over 35kgs, bulky items such as lawn mowers or large items such as brushcutters, which we deem to be particularly susceptible to damage in transit will be dispatched on a 2 day pallet service.

This service is only available for UK Mainland addresses and there will be a £45 standard charge for these types of delivery.

All heavy goods, such as ride-on mowers or machinery attachments will incur a delivery charge of £250.00. Our sales team member will be in touch to arrange a suitable time for delivery.

Contractual agreements with our garden machinery suppliers mean that we must demonstrate the product to you in person and we must explain safety considerations to you, must show you how to start and operate the machine and must start the machine up for you and demonstrate that it runs.

Any additional items purchased with your machinery can be delivered free of charge with the personal delivery as well. Please let our team member know if you have a preference.

For any questions regarding your heavy goods order, please contact [eshop@tnsgroup.co.uk](mailto:eshop@tnsgroup.co.uk).

## **Timescales**

Most products will be shipped within 3-5 working days from time of order. Machinery delivery times may vary, you will receive an email from our team to arrange a convenient delivery date within 2 working days from your order.

Where click and collect is selected, we will notify you as soon as the product is available for collection as we may need to draw stock from a different branch – again please allow up to 5 days for purchases to become available for collection. For postal orders, we shall endeavour to despatch your order as soon as practicable, dependent on stock availability.

We ship Monday to Friday with orders placed after 2pm on a Friday being dispatched on the next Monday (excluding Bank Holidays).

We will always aim to deliver products as near to our estimated times as possible. Should we be unable to deliver items within 30 days of your order, we will inform you and offer you the option to cancel your order for full reimbursement.

## Receipt and signature

If you have selected to click and collect, then you must collect the item or items in person at the selected branch address, and proof of ID and a signature must be provided.

Courier deliveries will also require a signature upon delivery.

## Delivery problems

If you experience any problems with a delivery, please contact us by email to [eshop@tnsgroup.co.uk](mailto:eshop@tnsgroup.co.uk) or by telephone on 01353 863038, selecting Option 1 for Parts.

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 time specified on the card left at your address, then we may agree to arrange for re-delivery of the products, providing that we reserve the right to charge you for the actual costs of re-delivery even where the initial delivery was free-of-charge.

An indicative list of the situations where a failure to deliver will be your fault is set out below:

- you provided the wrong address for delivery;
- there is a mistake in the address for delivery that was provided;
- the address for delivery is not reasonably accessible;
- the address for delivery cannot safely be accessed;
- where in person receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature.

## Returns & Exchanges

We hope that you are fully satisfied with everything you order from Thurlow Nunn Standen. However, should you need to, we are more than happy to replace or refund items. Please return items in their original packaging, unused, to us within 30 days of receiving the goods for a full refund. We cannot be held responsible for items that go missing in transit. This process will apply to returns to your local branch.

All returns must be as new. Toys must be sent back in the intact original packaging, containing all parts and accessories. Clothing must also be returned in the original packaging.

### Return costs:

Return any postal or courier delivered items to Online Sales Team, Thurlow Nunn Standen, Wisbech Road, Littleport, Ely, Cambs CB61RA by recorded delivery, properly packaged.

View below to download our returns form which must be included in your return.

Items must be returned at your own cost; however, we will cover the return costs if the goods are faulty or if the wrong item is delivered.

As soon as we have received your return, we will raise a credit. Please allow a 4-week period for this to be administered.

To request a return, please email [eshop@tnsgroup.co.uk](mailto:eshop@tnsgroup.co.uk) or call 01353 863038, selecting Option 1 for Parts and we will action this.

### Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

(a) we will not refund or exchange the product;

(b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and

(c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

### **Your Legal Rights**

Our refund policy is in addition to and does not affect any of your legal rights. For any queries about your online transaction, please get in touch at [eshop@tnsgroup.co.uk](mailto:eshop@tnsgroup.co.uk) or call 01353 863038, selecting Option 1 for Parts.

### **Privacy & Security**

Like you, Thurlow Nunn Standen take your privacy very seriously. Our Privacy Statement is therefore designed to provide you with appropriate information, assurance and confidence that we are handling your data in a secure, professional manner, with the respect it deserves. This statement addresses what personal information we collect and how we handle the personal information shared with us.

Please read our detailed [TNS Privacy Statement](#).

### **Payment, Pricing & Promotions**

We currently accept orders paid with a credit card (VISA and MasterCard) via our Payment system Stripe. Prices on the website include VAT which charged at the VAT rate current in Mainland UK.

We also offer payment via Klarna for transactions over £100. You can pay using 3 interest-free instalments. Further details and T&Cs for this can be found at [https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_gb/slice\\_it\\_card/?\\_gl=1\\*bxdpib\\*\\_gcl\\_aw\\*R0NMLjE2MjUwNTY1NjkuQ2p3S0NBandyUENHQmhBTEVpd0FVbDIYMDNxeDdrZy1RQ1N3UUxf\\_a3VNZlp0Y2xjNGVMelM5RkFOZjFFdkdfZWpDeWtZblAxbHN4QzhCb0NNZEIRQXZEX0J3RQ..](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_gb/slice_it_card/?_gl=1*bxdpib*_gcl_aw*R0NMLjE2MjUwNTY1NjkuQ2p3S0NBandyUENHQmhBTEVpd0FVbDIYMDNxeDdrZy1RQ1N3UUxf_a3VNZlp0Y2xjNGVMelM5RkFOZjFFdkdfZWpDeWtZblAxbHN4QzhCb0NNZEIRQXZEX0J3RQ..)

### **Promotions:**

Thurlow Nunn Standen reserves the right to suspend, cancel or amend any promotion and/or review and revise these terms and conditions at any time without giving prior notice. By continuing to take part in the promotion subsequent to any revision of these terms and conditions, users shall be deemed to have agreed to any such new or amended terms.

If you register at the TNS Online Shop and sign-up for our Newsletter Service you will receive information and offers on a regular basis.

### **Credit card fees**

Credit card payments may result in additional fees from your credit card company. We accept no responsibility for any additional fees.

### **Complaints Resolution**

If you have any complaints about an online transaction, please get in touch with us at [eshop@tnsgroup.co.uk](mailto:eshop@tnsgroup.co.uk) or call 01353 863038, selecting Option 1 for Parts and we will endeavour to find a solution.

If you would like to escalate your complaint, the European Commission has set up an online service to resolve disputes about online transactions. Please visit the Online Dispute Resolution website.



# Thurlow Nunn Standen Returns Form

Please print this form and enclose inside your returned package

<b>Name</b>	
<b>Order Number</b>	
<b>Address</b>	
<b>Email</b>	
<b>Contact Number</b>	

PRODUCT	QUANTITY	REFUND OR REPLACEMENT?	REASON CODE (see below)

REASON	CODE
Not as expected/didn't like it	A
Not like picture	B
Faulty (please detail fault below)	C
Changed mind	D
Damaged upon receipt (please detail below)	E
Incorrect item received	F
Wrong size (detail below for replacement)	G
Other (please see below)	H

Notes:

Print this form and complete the required information. Please mark your parcel for the attention of the Online Sales Team, Thurlow Nunn Standen, Wisbech Road, Littleport, Ely, Cambs CB6 1RA. Items must be in their original unused condition with all tags intact. For all details of returns please see our returns policy online.