

## Shipping

Our main couriers are Royal Mail, FedEx, Parcelforce, Tuffnells and Palletforce. Orders may take up to 5 working days

We aim to dispatch orders on the next working day of cleared payment, via your selected shipping method. During busy periods this may be extended but our customer service team will let you know if there are any delays.

Your courier options and costs will be displayed at checkout and will be based on the size, weight, and value of your shipment. Surcharges may also be included for postcodes in the Channel Islands, Isle of Man, Northern Ireland, Scottish Islands, Isle of Wight, Scottish Highlands, and the Scilly Isles (deliveries to these areas may also take an additional 1-2 days to arrive). Unfortunately, we are unable to offer shipping of our POD furniture to Northern Ireland.

Shipping options and fees should be automatically calculated at checkout, however, in some cases, we may need to adjust to your shipping method (e.g., if your items exceed the courier's insurance cover or shipping capabilities), and in this instance, we will contact you to discuss any changes.

We currently offer UK shipping only.

We are also pleased to announce an expanded range of products, made available through direct from-supplier shipping. Look out for the statement within the product's listing which will advise the supplier's delivery information. Any other items in your order will be sent by us using our normal services.

If you have any questions regarding your shipping options, please contact us before completing your order.

## Receiving Your Order

If a mobile phone number or email address is supplied, our couriers should send you tracking notifications directly. Detailed tracking is not available for standard Royal Mail 24 and 48-hour services, or Palletforce shipments. You are welcome to contact us if you need assistance with tracking your order: Please contact David = [dmgrange@sky.com](mailto:dmgrange@sky.com)

Deliveries are usually made between 8am and 8pm, Monday to Friday. Whilst we use our couriers 24 and 48-hour shipping services, these unfortunately are not guaranteed and sometimes delivery times are delayed for reasons beyond our control.

Our tracked services normally require a signature upon receipt. If the driver is unable to deliver to you, they may try a neighbour or return the parcel to the depot – in this instance a calling card should be left for you. We have not authorised a signature release (for your parcel to be left anywhere, unsigned for).

If you choose to contact a courier directly, or leave a note for any of the drivers, to request a delivery address be changed or for parcels to be left in a "safe place", this is at your own risk and we cannot take responsibility for any loss or damage that may occur.

Please check the contents of your order as soon as it is received, and let us know about any damaged or missing items within **24 Hours** for Royal Mail, Parcelforce or FedEx shipments – and **within 24 hours** for Tuffnells and Palletforce shipments .

Pallet deliveries must be checked at the point of receipt, and any damage should be logged on the signature pad/document provided by the courier. We cannot accept claim for loss or damage for any goods that are signed for as “In good condition”, “Unchecked”, or “Unexamined.”

Many of our customers are (or use) engineers and professional converters. If you are booking any work to install goods purchased from us, we recommend waiting for the goods to arrive before making any bookings. While it is our intention for deliveries to arrive on time, complete, and undamaged, unfortunately sometimes errors do occur. We cannot guarantee delivery dates, and **Adventures on Wheels** cannot be held liable for any additional costs that are incurred due to late, damaged, or incomplete deliveries.

## Returns and Refunds

We hope you'll be pleased with your purchase, but we understand that there may be instances when you would like to return goods.

If you would like to return an item, you have 30 days from the date of receipt. Items must remain unused, with all components present, in original packaging, and in resaleable condition.

All returned items will be checked before any refunds can be made

Bespoke items are not eligible for return, e.g. any profile, tables, tambour door sets and components, shelves, seat base panels, or POD units that are manufactured to your specific requirements, outside of our standard advertised measurements and finishes.

To notify us that you wish to return your goods please contact us via e-mail [dmgrange@sky.com](mailto:dmgrange@sky.com)

Once we receive your request, we will send you an email with full details of how and where to return the goods.

Please note, the cost and arrangements for returning goods is your responsibility. We recommend that you use a recorded delivery service and obtain proof postage. Please securely re-package your returning goods to ensure they reach us in resaleable condition.

Returns normally take only a few days to process, but please allow up to 5 working days. Our returns team will email you to confirm when your return has been processed. Refunds will be processed by the original payment method. Card payments can take up to 7 days to complete, and PayPal can take up to 30 days. Where a return is required due to seller error, damage, or fault, our team will contact you to discuss case specific exchange, refund and return arrangements. This returns policy does not affect your statutory rights.

## Warranty Information

We are happy to run through some initial fault finding with you (as the issue may be something we could diagnose and resolve over the phone or via email), however, your product warranty will usually be with the manufacturer. If the manufacturer details are not listed below, please contact our customer service team for further support.

### **Dometic**

Dometic (Smev/Waeco) products come with a two-year manufacturer's warranty. For assistance with warranty issues Dometic provides authorised service centres across the UK and Europe. You can find your service centre

here: <https://www.dometic.com/en-gb/uk/find-a-dealer>.

### **Sargent**

Sargent products come with a twelve-month manufacturer's warranty. For warranty support please log your product issue on the Sargent

website: <https://sargentltd.co.uk/tech-support>

### **Bonus**

Bonus products come with a twelve-month manufacturer's warranty. For warranty support please log your product issue on the Bonus Plug In Systems

website: <https://www.bonuspluginsystems.co.uk/contact/>

### **Thetford**

Thetford products come with a two-year manufacturer's warranty. For assistance with warranty issues, Thetford provides authorised service centres across the UK

and Europe. You can find your service centre here: <https://www.thetford-europe.com/dealers-service-centres/>