



BASILISK ATLAS STONES

DELIVERY ORDER TERMS & CONDITIONS

Terms applying to orders placed for delivery using our tracked and insured 48-hour delivery service.

1. Order confirmation

- When a delivery order is placed, the customer will receive an email confirming the order and delivery details provided at checkout.
- Customers are responsible for checking that the delivery name, address, postcode, telephone number and email address supplied are correct and complete.
- If any delivery details need changing, please contact us as soon as possible and before the order has been dispatched.

2. Our 48-hour delivery service

- Our standard delivery service is a 48-hour tracked and insured service.
- The 48-hour service applies from dispatch, not from the date or time the order is placed. Orders may require preparation, processing or manufacture before they are ready to leave us.
- Once the order has been dispatched, tracking information will be provided where available.
- Delivery times are service estimates rather than a guaranteed appointment unless a guaranteed service has been expressly agreed in writing.

3. Preparation and dispatch

- Orders will be prepared and packed before being released to the carrier. Dispatch timing can vary depending on the goods ordered, stock availability, preparation and workload.
- We will update the customer when the order has been dispatched or when tracking information becomes available.
- If an item cannot be dispatched within the expected preparation period, we will contact the customer with an update.

4. Delivery address and access

- Delivery will be made to the address supplied with the order. The customer should make sure the address can be safely and reasonably accessed by the carrier.
- Any special access information that may affect delivery should be supplied before dispatch where possible.
- If an incorrect or incomplete address supplied by the customer results in a failed delivery, return or redirection, any additional carrier charge may be payable before the order is sent again.

5. Tracking and delivery updates

- Tracking details should be used to follow the progress of the shipment once it has entered the carrier's network.
- Carrier tracking scans and estimated delivery times can change while a parcel is in transit.
- If tracking appears not to update or the shipment appears delayed, please contact us so that we can raise an enquiry with the carrier where appropriate.

6. Insured deliveries

- Orders sent using our delivery service are insured while in transit in accordance with the cover applicable to the shipment.
- If an order is lost or damaged in transit, please contact us promptly with the order details so that we can investigate and, where necessary, make a claim with the carrier.
- Please retain the goods, packaging and labels while a damage claim is being investigated, as photographs or inspection may be required.

7. Damage on arrival

- Please check the delivery as soon as reasonably possible after it arrives.
- If packaging or goods appear damaged, take clear photographs of the outer packaging, shipping label, internal packaging and affected goods before disposing of anything.
- Please notify us promptly of any transit damage and include photographs and the order number so that the matter can be investigated.
- Natural stone may contain normal variations in shade, markings, texture and surface character; these natural characteristics are separate from transit damage.

8. Failed delivery attempts

- The customer should follow any tracking updates, delivery notifications or instructions issued by the carrier.
- If delivery cannot be completed, the carrier may attempt redelivery, leave instructions, redirect the shipment or hold it at a depot or collection point depending on the service used.
- Where an order is returned to us because delivery could not be completed due to circumstances relating to the address, access or recipient availability, any additional redelivery charge may need to be paid before the goods are dispatched again.

9. Delays outside our control

- Occasionally a carrier may experience delays caused by traffic, weather, network disruption, depot issues or other circumstances outside our direct control.
- We will assist with tracking enquiries and carrier investigations where required, but a carrier delay does not mean that an order has automatically been lost.
- Where a shipment is materially delayed, please contact us and we will check the latest available tracking information and take the appropriate next step with the carrier.

10. Changes after dispatch

- Once an order has entered the carrier's network, we cannot guarantee that an address, delivery date or delivery instruction can be changed.
- Any requested diversion, return-to-sender or redelivery is subject to the carrier's service options and may incur an additional charge.

11. Delivery charges

- Delivery charges are calculated separately from the goods unless the order expressly states that delivery is included.
- Any additional service requested after the original order, including upgraded carriage, redirection or redelivery, may carry an additional charge.

12. Communication

- Please quote your order number when contacting us about a delivery.
- Messages may not be seen immediately outside our normal opening hours or during temporary closures.
- For an order already in transit, the tracking information supplied by the carrier will normally provide the most current delivery status.

