



DELIVERY & RETURNS – SERIOUSLY GREEN LTD

DELIVERY

FREE STANDARD SHIPPING on UK orders over £30.

£2.95 STANDARD SHIPPING on UK orders £30 or under.

FREE COLLECTION from our premises near Hethersgill, Cumbria for any order amount (by arrangement - please select this option at checkout and contact us to arrange a time).

Seriously Green Ltd typically ships using Hermes Standard Delivery (2-4 day service). Most orders are processed within 2 business days. Each order can only be shipped to one address. If shipping to more than one address, a separate order must be placed for each shipping destination.

Shipping is only available within the United Kingdom as we aim to minimise our impact on the environment.

Packaging:

All our items are free of single-use plastic and so is our packaging; it may not be the prettiest parcel you receive, but we try to reuse packaging that would otherwise become waste. Don't be surprised if your delivery arrives in a reused biscuit or wine box!

We use a recyclable/compostable paper packing tape with a rubber-based adhesive that is fully recyclable/compostable. Where string is required, we use 100% recycled natural cotton twine.

We use reused or recycled paper to package your products safely inside the box - no bubble wrap or foam chips (unless we are reusing an item that we have received).

We ask that our customers please reuse, recycle, or compost any packaging you receive!

Undelivered Orders:

It is the customer's responsibility to check that all delivery address details are correct before completing your purchase. We cannot retrieve or replace any orders that go missing or are wrongly delivered if the delivery details were incorrect on the order confirmation.

If your item is returned to us undelivered (for an incorrect postal address, not collected from Hermes collection point etc.), you will be asked to pay the standard delivery cost of £2.95 to have your order resent to you. We will store any returned orders for 2 months and after that time if we haven't heard from the customer with instructions for re-sending or cancellation, we will return the order to our stock and refund the purchase price to the customer's original form of payment (minus any shipping costs).



RETURNS

In the unlikely event that you are not happy with your product(s) once received, you can return your purchase (or part of it) for an exchange or refund within 14 days of receiving it. Please contact us at enquiries@seriouslygreen.co.uk for a returns authorisation before sending the item(s) back to us at the following address:

Seriously Green Ltd, Pointer Dog House, Hethersgill, Carlisle, Cumbria CA6 6HW

Please make sure you get a receipt or proof of postage when you return an item to us, as we cannot be held responsible for items that don't reach us.

You'll need to return any items you don't want in a fully resalable condition, which means unused and in the original packaging. Seriously Green Ltd reserves the right to refuse a refund or exchange on items deemed not to be resalable, but this doesn't affect your statutory rights in connection with faulty items (see below).

We will issue a refund or exchange once we have inspected the items, please allow up to 10 days for your return to be processed once it has been received. Credit or debit card refunds will be issued to the card that was used on the original purchase. Please retain your return shipping receipt and invoice or packing slip until you have received your refund or exchange.

All shipping and handling fees are non-refundable, except in the event that Seriously Green Ltd has dispatched faulty or incorrect merchandise (see below).

Damaged or Incorrect Merchandise:

Please inspect your order upon delivery. All damaged and incorrect orders must be brought to our attention within 3 days of receiving the package. Please retain the original packaging, and the packing slip or invoice. To return damaged or incorrect items, please contact us at enquiries@seriouslygreen.co.uk.

Contact us:

If you consider that an issue has not been resolved to your satisfaction, we would encourage you to let us know. You should contact us by emailing enquiries@seriouslygreen.co.uk.