

# Cornwall Aquatics - Shipping & Returns Policy

## Order processing times

We process orders between 9am-5pm on Mondays- Fridays. When your order is placed we will aim to ship it within three working days of the order and sooner if we can so that you receive your order within five working days. If there is a problem with your order processing we will contact you (usually by email).

## UK shipping

We are based in Cornwall UK and only deliver to the UK. Please note that some items are only available by hand delivery to Cornwall (& some parts of Devon). These items include; heavy and bulky items such as purified water, sand and perishable items such as smaller packs of frozen foods. For the heavy and bulky items it is because shipping is not available/ viable to us and for the perishable it is because we want to ensure that we can offer quality to our customers.

## Shipping costs & local delivery zones

We offer free shipping to the UK on orders of £50 or over, orders under £50 have a £10 flat rate charge.

In Cornwall we offer three additional tiers of shipping options;

1. 'Zone 1': free shipping for orders of £10 or over to post codes; TR1 & TR3
2. 'Zone 2': free shipping for orders of £20 or over to post codes; TR2, TR4, TR5, TR6, TR10, TR11, TR13, TR14, TR15 & TR16
3. 'Zone 3': free shipping for orders of £40 or over to post codes; TR7, TR8, TR9, TR12, TR17, TR18, TR19, TR20, TR26 & TR27

Delivery prices are inclusive of VAT

## Local pickup in-store

If you are local we can offer you free pickup from our shop (in Bissoe, Truro). We are only open by appointment so it needs to be at an arranged time. If you would prefer to collect your order please tick the pickup option at the checkout and make sure we have your contact details so that we can contact you to arrange a convenient time.

## Returns, changes and cancellations

If you are unhappy with a product and wish to return it, we will do our best to help you. If you believe a product to be faulty please get in touch with us and we will contact our suppliers to find out how we can help you. If a product is in guarantee and faulty it will normally be replaced if it can't be fixed by adding a new part. Please note that some moving parts (such as filter impellers) are not under manufactures guarantee. For more information about this please have a look at your user manual or contact us. If you have ordered a product and changed your mind we can cancel the order and give you a refund if it has not yet been processed. If we have already sent the item we will need the item back first and in a re-sellable condition. We are not able to refund the delivery costs. If you wish to change your order for something else we will be happy to help you and it is the same process as above. Please get in touch with us by email: [betterfishkeeping@cornwallaquatics.com](mailto:betterfishkeeping@cornwallaquatics.com) if you need any further information.

## Potential service interruptions

Orders may take longer to arrive due to variables outside of our control. At this time we do not believe there are any problems that will slow us down but if something unforeseen comes up we will contact you. We appreciate your custom and we will always do our best to help you. If you have any queries please get in touch!