

Delivery Policy

Effective Date: 08/01/2018

Here at **Doctor Alert** we pride ourselves on excellent customer service.

We know that you don't want to wait days for your order to arrive. That's why we send every order within the UK Mainland by Fed Ex or Royal Mail Second Class Post. Which means that, all being well, you should receive your parcel within 14 business days.

[What's more, any order that we receive before 3pm on a working day will be dispatched on the same day!]

However, although we promise to dispatch your order quickly, it should be remembered that delivery is not guaranteed within this timescale and parcels can occasionally take longer to reach their destinations. Parcels sent to Northern Ireland, the Isle of Man, Isles of Scilly, the Channel Islands, certain parts of Scotland, Europe and the rest of the world will usually take a little longer to arrive.

There are certain items that we are unable to post overseas and if this is the case with any part of your order we will contact you by email.

How will my parcel be sent UK mainland?

Standard postage will be sent Royal Mail Second Class and should take 14 working days for delivery. Should the item not arrive within this time scale please contact your local sorting office to ensure that they are not holding the item for you. Please note that Royal Mail do not class an item missing until 15 working days has passed as they say it can still be delivered until this time. Replacements for undelivered orders won't be possible until after this time.

Standard Postage for multiple orders or large items will be sent using a courier and should take 14 business days for delivery.

How will my item(s) be sent to Republic of Ireland.

We have managed to secure extremely good courier rates to the Republic and therefore all items will be sent using [FedEx or DHL].

How will my item(s) be sent rest of the World?

Due to the fact that Royal Mail Air Mail is not tracked and can sometimes take up to 1 month for delivery, we have taken the decision to send all items to the rest of the world by Courier. This does mean extra cost but a much better and more efficient service.

Please note we have made every effort to make our shipping charges as accurate as possible, however occasionally the amount charged may be insufficient to cover the cost. If this is the case you will be given the opportunity to either pay the additional amount or alternatively we can cancel your order and issue a full refund.

How will I know when my order has been dispatched?

When your order has been dispatched you will receive [an e-mail notification] advising of this.

Help! I haven't received my parcel, what should I do?

Contact us - we will do anything we can to help. If an item sent by Royal Mail has not been received it can often be found at the local sorting office awaiting collection. If not, the Royal Mail has a specific procedure that we can follow in the event of a missing parcel.

If your order has been dispatched with [Fed Ex or DHL] then we can track and trace it using their online system. For deliveries to Europe and the rest of the world, if your item is not collected and is returned to us then we will issue a refund minus the cost of postage to **Doctor Alert**. If not received, these items will not be deemed to be missing until two weeks have passed.



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