

## **Delivery**

UK delivery is made using DPD Parcel tracked delivery. This is quoted by DPD as a 48 hour service. We attempt to dispatch all orders within 1 working day from when the order has been placed. A large percentage of orders get dispatched within 24 hours when placed on a working day.

If you require your tracking number please email us directly on [customerservices@surridgesport.com](mailto:customerservices@surridgesport.com).

If you aren't available when your parcel is delivered, the delivery driver will leave a calling card with instructions on how to pick it up.

### **Do you deliver to my work address?**

We can deliver to your place of employment but we do not deliver to PO Box addresses for security purposes.

### **Will I be charged customs and import charges?**

Any customs or import duties are charged once the parcel reaches the destination country. These charges must be paid by the recipient of the parcel. Unfortunately, we have no control over these charges, and cannot advise you what the cost will be, as customs policies and import duties vary widely from country to country. We recommend you contact your local customs office for current charges before you order, so you are not surprised by charges you were not expecting.

International Deliveries

You can find out if we deliver to your country by checking the list of our international delivery destinations listed below. If your country is not on the list, we are sorry but we do not deliver there currently.

International deliveries are made using DHL, which is quoted as being a 2 day delivery service for Europe and 3 day delivery service for the rest of the world. We attempt to dispatch all orders within 2 working days from when the order has been placed. A large percentage of orders get dispatched within 24 hours when placed on a working day. If you aren't available when your parcel is delivered, the delivery driver will leave a calling card with instructions on how to pick it up.

Please be aware that your parcel can be delayed by customs. We have no control over this, and cannot supply any details why or for how long your parcel will be delayed.

International returns please note: If you are returning anything to us from outside the EU you must complete a customs declaration indicating that the package contains 'returned goods' or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive back our items.

### **Has my order been despatched?**

As soon as your order is dispatched, you will be sent an email to confirm that it's on its way. You can request your tracking number by emailing.

### **I have received a faulty item?**

If you think the item you received is faulty, please contact our customer service team by phone on +44(0)1282 418418 or email [customerservices@surridgesport.com](mailto:customerservices@surridgesport.com). We will then advise on how to proceed with the return. Please include as many details as possible about the fault.

Due to technical processes used, it is imperative that each individual garment's washing instructions are adhered to exactly as stated on the care label. Each garment is wash-tested thoroughly and quality-checked on each production batch prior to leaving the supplier. We cannot accept returns that have been soiled, torn or damaged due to incorrect washing.

### **I have received an incorrect item on my order?**

If you have received an incorrect item in your order, please contact our customer service team [customerservices@surridgesport.com](mailto:customerservices@surridgesport.com). We will then advise on how to proceed with the return. Please include as many details as possible about the error.

### **I have an Item missing from my delivery?**

Regrettably mistakes can happen. Sometimes we don't send everything you've ordered at the same time, so please first of all check your packing note or dispatch emails to see if any of your items will be arriving separately.

If the packing note states an item should be in your parcel but it is not, please contact our customer service team [customerservices@surridgesport.com](mailto:customerservices@surridgesport.com), who will try to rectify the mistake as quickly as possible.