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## DELIVERY POLICY

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### 1. Information About Us

- 1.1 Our Site is operated by Caboodles Salon Supplies Ltd. We are a limited company registered in England and Wales under company number 11023193. Our registered address is Enterprise House, Priory Road, Boston, Lincolnshire, PE22 0JZ and Our trading address Enterprise House, Priory Road, Boston, Lincs, PE22 0JZ.
- 1.2 Our VAT number is 303005866.

### 2. How to Contact Us

- 2.1 To contact Us, please email Us at [info@caboodles.online](mailto:info@caboodles.online) or telephone Us on 01205 761621.

### 3. Delivery

- 3.1 Delivery fee will be calculated by weight or area restrictions:

#### Boston, Lincolnshire

We offer a free delivery service to our local area for all orders over the value of £50 excluding vat. We aim to deliver the goods the next working day subject to stock.

#### Boston, Lincolnshire

For all local orders to the Boston area under the value of £50 excluding vat we will apply a £3.00 charge. We aim to deliver the goods the next working day subject to stock.

#### United Kingdom

All other orders throughout the UK a delivery charge will apply according to the overall weight of the complete order. This charge will be added before payment. We aim to dispatch the orders next day subject to stock with delivery within 2-3 days where possible.

#### Example

<b>Weight</b>	<b>Cost</b>
1kg	£3.99 excluding vat
10kg	£12.99 excluding vat
15kg	£14.24 excluding vat
20kg	£15.49 excluding vat

These prices are in accordance with DPD and are subject to change.

We reserve the right to use other delivery service providers. We do not deliver outside of the UK.

- 3.2 Quantities shown on our website are correct at time of ordering. However, in the rare case your item is no longer available we will get in contact with you to give you the option of an alternative item. If we are not able to provide you with an appropriate alternative a refund will be given.
- 3.3 If an incorrect item is delivered you must report it to us within 48 hours. Please email [info@caboodles.online](mailto:info@caboodles.online) and include the order number, your name, address and a photo of the item. We aim to resolve this within 48 hours but in the rare circumstances it takes longer we will keep you up-to-date with progress.
- 3.4 If a faulty item is delivered you must report it to us within 48 hours. Please email [info@caboodles.online](mailto:info@caboodles.online) and include the order number, your name, address and a photo of the item. We aim to resolve this within 48 hours but in the rare circumstances it takes longer we will keep you up-to-date with progress.
- 3.5 If a damaged item is delivered you must report it to us within 48 hours. Please email [info@caboodles.online](mailto:info@caboodles.online) and include the order number, your name, address and a photo of the item. We aim to resolve this within 48 hours but in the rare circumstances it takes longer we will keep you up-to-date with progress.
- 3.6 If an item is missing you must report it to us within 48 hours. Please email [info@caboodles.online](mailto:info@caboodles.online) and include the order number, your name, address and a photo of the item. We aim to resolve this within 48 hours but in the rare circumstances it takes longer we will keep you up-to-date with progress.
- 3.7 If we have asked you return anything back to us we will reimburse you the cost of doing so. Please keep a receipt as we will need a copy of this for the transaction.
- 3.8 We are not liable for any loss of earnings or other costs incurred due to incorrect, faulty, damaged or missing items.
- 3.9 Where we use a courier service your details may be passed on. This is so they are able to contact you if there is a problem with delivery and in most cases you will be able to track your delivery progress.
- 3.10 Special order products may not be in stock at the time of ordering. We aim to dispatch these items to you within the 2-3 day period as above, however some items may take a little longer to arrive.