

MOTH SHIELD



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The only complete and sure answer to moth attack

Shipping & Returns

28 Day Satisfaction Guarantee

Upon receipt of your delivery we offer a 28 days Satisfaction Guarantee. All you have to do is email us at customersupport@mothshield.com. We ask that if you decide that you do not want the product/s ordered, please return to us within 28 days of the date of delivery and we will provide a full refund. Customers can return items directly themselves, or for a carriage charge starting from £5 per item, we can arrange a collection on your behalf.

The 28 day satisfaction guarantee is in addition to the statutory right to cancel, and does not in any way restrict or limit your statutory right to cancel.

Faulty Items

In the unlikely event that your ordered products are faulty you must notify our customer service department within 48 hours of receipt by e-mail to customersupport@mothshield.com or by phone on 020 8959 5877. We will arrange a collection & inspection of all faulty items. If we find the goods are faulty, we will ship out a replacement or provide a full refund.

Shipping

Your order will be delivered to the address you provide at the time you place your order. It is your responsibility to ensure this information is correct. If your delivery details change please contact our customer service department by e-mail or phone. Once the goods have been dispatched we cannot change the delivery details.

We offer a FREE Monday to Friday delivery service within the UK mainland. All other deliveries will be charged at checkout.

UK Deliveries on stock items are usually made within 1-5 working days. NON UK deliveries on stock items are usually within 5 - 10 working days.

All custom & special order deliveries will be quoted with estimate delivery dates on receipt of your enquiry to head office. We will advise you by e-mail when your goods are ready for dispatch.

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We will not be obliged to offer any additional compensation if the goods are not delivered within this time frame.

We will advise of a delivery date prior to shipping. Please ensure someone is available to receive your order at the nominated address. Failed deliveries will be returned to a local depot and a new delivery scheduled. A maximum of 3 delivery attempts will be made - items held at a local delivery depot will be automatically returned to us if they have not been delivered within 7 working days. We do NOT offer timed delivery slots. All UK deliveries will take place between 9-5.30pm Monday to Friday.

Where you have ordered multiple items we reserve the right to dispatch them separately.

All goods remain the property of Moth Shield Limited until they have been delivered to you. Once the goods have been delivered to the address nominated in your order they will be held at your own risk and we will not be liable for their loss or destruction.

Failed deliveries returned to us by our carriers are subject to a £9.50 re-consignment fee. Failed deliveries which are subsequently refunded are subject to a £20 return fee.