

## **UOE Quickdrop Terms of Service & Returns Policy**

UOE Quickdrop's service is provided in line with UOE's standard terms of sale as shown at [www.uoe.co.uk](http://www.uoe.co.uk). In addition, the following service guarantee and terms apply to orders placed via the UOE Quickdrop service.

UOE Quickdrop will endeavour to deliver your order within the time promised by our customer service team at the time of your order.

Our delivery times are Monday to Friday (excluding Bank Holidays) from 08:30hrs until final orders at 18:00hrs. We called these our 'live hours'. Orders received outside of these times will be processed at the start of our next 'live hours' period. To clarify: If you place an order at 18:00hrs your order will be delivered that day before 19:30hrs. If you place an order at 18:01hrs your order will not be delivered that day.

The Quickdrop service may be withdrawn without notice in circumstances such as (but not limited to)

An incident or security alert prevents access to your building or area of the city due to Police, Ambulance, Fire Service or any other government agency restricting access.

A riot, flood, civil unrest or risk to life prevents our driver from making the delivery.

Severe weather conditions making travel by bike or bicycle of unreasonable risk.

### **Returns:**

All customers of UOE Quickdrop are treated as business consumers with the rights and protection afforded to businesses when making purchases over the internet.

In addition to these rights UOE Quickdrop will accept goods for return up to 7 working days (Monday-Friday) after delivery. Any return must be reported via the customer service section of the website at [www.uoequickdrop.com](http://www.uoequickdrop.com).

Returned items must be in mint condition, fit for resale and not be a food or drink item. Once we have received your request (subject to the above) we will issue a Returns Authorisation Number (RAN). Returns without an RAN issued and attached to the item/s returned will not be credited.

### **Not Required Items:**

If a return is due to the item being 'not required' you must return your item either by post, courier or by hand to the designated address shown on your RAN form. Cost of the return is borne by the customer. The item must have the RAN note attached but not written on the product packaging. Such returns should be made by signed delivery service within 7 days from RAN issue.

### **Faulty/Damaged/Dead on Arrival Items:**

All faulty, damaged or dead on arrival (FD-DOA) items must be reported within 7 days of delivery via the customer service section of the website. Warranty failures (outside of the first 7 days following delivery) must be taken up directly with the manufacturer of the product. UOE will only offer either to exchange the faulty goods or issue a credit. Such decision will be the sole discretion of UOE Quickdrop.

Any replacement item will be delivered, usually the next working day following the reported failure and the faulty item collected at the same time. Returns without an RAN issued and attached to the item/s returned will not be credited.

Should the faulty item not be available to collect when our driver attends, a further collection charge may be levied to cover the additional costs of returning to your location. Should you decide to keep the original item for any reason or not make the item available for collection within 7 days of the failure being reported, UOE Quickdrop reserves the right to charge your account or debit/credit card with the value of the replacement item delivered as well as the appropriate delivery charge.