

## **Decor Essentials Delivery Policy**

Decor Essentials aims to dispatch orders within 10-15 working days, especially during peak times from September to December. Rush orders, requiring delivery within 5 working days, incur a 40% surcharge.

### **Expected Delivery and Processing Times**

- Small items, such as kitchenware and glassware, or items that do not require manufacturing, will typically be dispatched within 1-2 days.
- Items that require manufacturing, like jumping castles, marquees, trailers, and linen items (e.g., chair covers, tablecloths, bed linens, curtains), as well as furniture, will take approximately 5-14 days. Dispatch times may vary based on product type, size, and quantity.

### **Delivery Costs**

- Delivery charges are calculated based on order size, location, and weight, detailed at checkout.
- Courier charges exclude insurance unless specifically requested by the customer.

### **Order Tracking and Changes**

Once dispatched, a tracking number will be provided via email. Orders cannot be altered after dispatch. If changes to address or specifications are required, please contact us immediately as delays may occur based on logistical considerations.

### **Responsibility and Risk**

- All goods must be inspected upon delivery. Customers are required to report any damages, defects, or incorrect items within 48 hours of receiving their order to ensure timely assistance.
- Decor Essentials is not liable for delays caused by external factors beyond its control, such as courier delays.
- The customer is responsible for providing a correct, accessible physical address for delivery.

#### Additional Notes

- All orders are processed only once full payment has cleared.
- Delivery times may vary due to external factors, and Decor Essentials cannot be held responsible for such delays.
- No deliveries are made to P.O. Boxes or remote areas inaccessible to delivery services.