**Delivery and returns.**

**LOCAL PANEL DELIVERY**

* £49.95 for all local orders - 3 to 5 working days
* We send all local orders out using our own dedicated delivery vans

*\* Please note: Local Deliveries include postcodes: G\*, EH, ML, FK, KY, PA1-19, KA1-13, KA15-26, KA29-30. G83 & G84 postcodes fall outwith local delivery area.*

**MAINLAND SCOTLAND DELIVERY**

* £49.95 for all Mainland Scotland orders outwith locale - 5 to 7 working days
* We send all Mainland Scotland orders out using our own dedicated delivery vans primarily, however from time to time use a national courier company

**MAINLAND ENGLAND & WALES DELIVERY**

* At this time, we are suspending all deliveries to England and Wales due to increased carriage and fuel charges. All existing orders will be fulfilled.

**SCOTTISH HIGHLANDS DELIVERY**

* £99.00 for Scottish Highlands orders - 7 to 10 working days
* £99.00 for Scottish Highlands orders north of Inverness - 7 to 10 working days
* We send all Scottish Highlands orders out using our own dedicated delivery vans once a week, however from time to time we use a national courier company

**SCOTTISH ISLANDS DELIVERY**

* At this time, we are suspending all deliveries to the Scottish Islands due to increased carriage and fuel charges. All existing orders will be fulfilled.

**NORTHERN IRELAND DELIVERY**

* At this time, we have suspended all deliveries to Northern Ireland.

**SAMPLE COST & DELIVERY TIME**

* £1.99 each - 3 to 5 working days

*\*Delivery times are an estimate and cannot be guaranteed due to current issues in the UK delivery network.*

**PROCESSING TIME**

Please allow 1 to 2 days for our team to pick and get your order ready. Delivery times are in addition to our processing times. These delivery dates are an estimated time, we will notify you once your order has been dispatched.

Orders will be delivered between 9am - 7pm Monday to Friday. Please ensure that someone is available at your delivery address to take receipt of the goods. If no one is available to receive the delivery the driver will leave a note and the delivery will be returned to our warehouse to collect or rearrange delivery.

Please note that once your order is on its way, we are unable to change the delivery address.

Multipanel orders may take longer to fulfill so please leave up to 14 working days for them to be dispatched and received.

**POSSIBLE DELAYS**

We do our best to ensure the timely delivery of all orders, please bear in mind that we provide an estimated delivery date. On a rare occasion, your order can arrive outside of the estimated timeframe.

We aim to meet these delivery times but during busy periods (including Sale, Black Friday, Christmas etc.) deliveries may take a little longer. During spells of bad weather, conditions may mean that these delivery services aren’t available, or that order cut-off times need amending and/or delivery times need to be extended. However, we will always work hard to keep these temporary changes to a minimum.

Due to the possibility of delays, please do not book fitters until your order has arrived as Wet Walls & Ceilings are not responsible for any loss of fitters time due to delivery times.

**TRACKING YOUR ORDER**

The majority of our orders are dispatched using our own dedicated delivery vans, unfortunately we don't issue tracking details, but from time to time we may send your order out via DX Freight or TNT. If we dispatch your order via the latter we will send you a tracking number via email. If you do not receive your tracking details, please contact our team directly.

**CHANGING OR CANCELLING AN ORDER**

If you need to change or cancel your order please contact our team straight away on 0800 002 5662

We unfortunately cannot make any changes or cancel your order after it has left our premises. We pack and ship orders daily so cannot guarantee your requests can be made.

**PRE-ORDER**

Pre-order items will be processed like a normal order but shipped at a later date. Date will be specified on the product page and you will receive a confirmation email once your order has been shipped.

For orders that contain an in-stock item/s your order will be shipped separately so you receive your in-stock item/s straight away. No additional postage charged will be incurred in these circumstances.

**NEED HELP?**

If you have any other questions about deliveries, just give us a call on 0800 002 5662 email decorwetwallceilingfloors@outlook.com or alternatively, drop our customer service team a message via Live Chat.

Please keep in mind that our Customer Services team are extremely busy both in-store and online, but they will respond to your queries as soon as they can. We appreciate you bearing with us in this especially busy period.

**RETURNS & REFUNDS**

We want you to be completely satisfied with your online purchase. If you change your mind for any reason, you are welcome to return it back to us within 30 days of receiving it. We offer refunds, exchanges and store credits subject to the following conditions:

**RETURNING CONDITION**

Item/s must be returned in original condition, in its original packaging and in a resalable condition.

**FLASH SALE RETURN ITEMS**

Items purchased during a Flash Sale can only be returned for either a store credit or exchange. Orders placed before or after our Flash Sale event cannot have the discount applied to their order. This offer is valid on selected products and colours.

**CLEARANCE SALE**

Item/s marked as 'Clearance Sale - no returns or exchanges' cannot be returned.

**PACKAGE DEALS**

Package Deals must be returned in full as no part-return will be accepted. Please note, there is a restocking fee of 20% to return our package deals - this fee does not include any delivery and collection costs incurred. All monies will be deducted from your refund amount. This is non-negotiable.

**SAMPLE ORDERS**

Sample orders are non-returnable.

**RETURN SHIPPING**

We advise that you keep the original packaging your order comes in in the event that you need to return it. Original delivery charges are non-refundable and charges for returned items are the responsibility of the customer - unless the product is damaged during transit or is faulty. Wet Walls & Ceilings takes no responsibility for missing incoming deliveries of a return. In the event that you cannot arrange to return your order, we can collect it for a fee which will be deducted from your refund. Fees are listed below.

**COLLECTION FEES**

Local Collections: £45 Mainland Scotland: £62 Highlands & Islands: £99.95 England & Wales: £110.95

**PROCESSING TIME FOR RETURNS**

We endeavour to process refunds daily but please allow up to 3-5 working days for your return to be processed, however, if you live in a the Highlands & Islands delays may be possible. You will receive email notification of when our team has received your return and again when it has been processed.

**FAULTY ITEMS OR DAMAGED**

We sincerely apologise for any inconvenience caused by receiving faulty or damaged items. Please contact our Customer Care team at [decorwetwallceilingfloors@outlook.com](mailto:decorwetwallceilingfloors@outlook.com) with your order number and images of the fault or damage and we will work with you to resolve it as soon as possible.

Please note that faulty items purchased from a Decor Wetwalls Ceilings & Floors are required to be returned to the place of purchase.

**ADHESIVE & SILICONE**

We do not accept the return of adhesive and silicone as we cannot accept back chemical products. This is due to the shelf life of the products, as well as not knowing storage conditions they had been stored under.

**NEED HELP?**

If there is a problem with your order, items are faulty, or you wish to return goods for any other reason, please contact us at [decorwetwallceilingfloors@outlook.com](mailto:decorwetwallceilingfloors@outlook.com) or telephone 0800-002-5662