

Terms and Conditions regarding delivery

At Creative Solutions we take great care in ensuring that the goods we provide for you are perfect, we rely on third party couriers to bring those goods to your doorstep. Occasionally items get lost or damaged whilst in transit and we would like to advise you the best we can, to avoid any disappointment should this happen. Please read the information below

Very Important - You Must Read This Before Accepting Your Delivery

If you do not have time to inspect your order upon delivery, in order to process any claims should your order arrive in less than perfect condition, you must sign for your delivery as **DAMAGED**. If you would like advice on signing for a delivery as damaged, please contact us BEFORE accepting your delivery on 01297 630130

If you will not be receiving the order personally

If you have placed an order and someone else is likely to receive it, you MUST pass this information on to them. Creative Solutions will not accept responsibility for damaged goods signed for in perfect condition.

Please read our terms and conditions here <https://www.creative-solutions-direct.co.uk/terms>

For clarification on our third party couriers terms and conditions to which we are bound, please click either https://www.tnt.com/express/en_gb/site/terms-conditions.html or <https://www.parcelforce.com/terms-and-conditions>

Once delivery has been received, immediately check the delivery for damage. Should there be damage that needs to be reported this must be done on the same day as the delivery – By signing for the goods you are accepting them in perfect condition.

In the event of receiving damaged goods

In the unfortunate event of your order arriving in less than perfect condition you must report this to us within 24 hours so that we can process a claim. Our contact details are 01297 630130, we will require you to provide pictures of both the packaging and the contents, clearly showing the nature of the damage.

Please contact us if you have any questions regarding the information within this document, we are happy to help.

Kind regards

The Creative Team



t: 01297 630130

e: despatch@creative-solutions-direct.co.uk

Unit 8C, Millwey Rise Industrial Estate

Axminster, Devon EX13 5HU

www.creative-solutions-direct.co.uk



