****

**Shipping Policy for Vitavia Garden Products Ltd**

Effective Date: 1st February 2024

1. Order Processing Time:

Orders are typically processed and shipped within 5 business days of receiving payment. Please note that during peak seasons, processing times may be slightly longer.

2. Shipping Rates:

Shipping rates depend on the weight and length of the items ordered. Each item shows the relevant shipping cost.

3. Shipping Destinations:

We currently ship to addresses within the United Kingdom only.

4. Delivery Times:

Standard delivery times within the UK are estimated to be 5 business days.

5. Order Tracking:

Once your order has been shipped, you will receive a confirmation email with tracking information. You can track your order's progress using the provided tracking number.

6. Shipping Carriers:

We partner with reputable carriers for our shipping services (Royal Mail, APC & Vitavia own vehicles).

7. Shipping Delays:

While we make every effort to ensure timely delivery, we cannot be held responsible for delays caused by unforeseen circumstances such as weather, customs, or other external factors.

8. Failed Deliveries:

It is the customer's responsibility to provide accurate shipping information. In the event of a failed delivery due to an incorrect address provided by the customer, additional shipping charges may apply for resending the order.

9. Returns Due to Non-Delivery:

If a package is returned to us due to non-delivery, the customer will be responsible for the cost of reshipping the item. Please ensure that the shipping address provided is accurate and complete.

10. Customs and Import Duties:

For international orders, customers are responsible for any customs and import duties that may apply. We are not responsible for delays caused by customs processing.

11. Contact Information:

For any questions or concerns regarding shipping, please contact our customer service team at info@vitavia.co.uk

12. Policy Changes:

We reserve the right to update and modify our shipping policy at any time. Any changes will be communicated through our website.

By placing an order with Vitavia Garden Products Ltd you agree to the terms outlined in our shipping policy.

Thank you for choosing Vitavia