

FREE STANDARD DELIVERY

FREE STANDARD DELIVERY - FREE Delivery will be done over a 2-3 working day. The bait boat will be done over 10-15 working day.

All orders placed will be dispatched the next working day.

Orders placed Friday will be processed the next working day, which will be a Monday (in the exception of a bank holiday in which case this will be a Tuesday)

All Orders placed over a weekend or a bank holiday will be processed and sent the next available working day. This includes all bank holiday Mondays, and Good Friday, Christmas Eve, Christmas Day, Boxing Day, New Years Eve, New Years and Easter Weekend.

Please note our couriers only deliver on working days so all orders dispatched on a Friday will be delivered the following Monday. Our couriers deliver between 7am and 7pm.

For Saturday Delivery these must be placed before 9:30am on the Friday prior to delivery, and the Saturday Delivery option selected, and paid.

Once orders are shipped, and a tracking number sent, please note we cannot change or amend delivery or shipping address.

DELIVERY INFO

All tracked orders will be provided with a unique tracking number allowing you to track your parcel, this will be provided once your order has been dispatched

A signature is required upon delivery, if no one is available a calling card will be left and the parcel taken to the local depot. The recipient of the parcel must then contact the depot as soon as possible to arrange re-delivery or collection.

PROBLEMS WITH ORDER CONTENTS

The contents of your order should be checked immediately after delivery. Please telephone us straight away if there are any problems, make sure you either check the contents whilst the carrier is present or sign unchecked. Identify any damaged boxes to the courier and insist that a note be made of any such damage on the docket before the courier leaves.

RETURNS

To be entitled to a full refund or exchange, we must have received the return item in unused condition in the original packaging within 30 days of you taking delivery. If you return your purchase by post or courier after the periods outlined above (with exception of faulty or damaged goods) we reserve the right not to process your return.

When returning goods please make sure that you fill out form in the following URL.

<https://www.newdirectiontackle.co.uk/support>

Returns Periods

To be entitled to a full refund or exchange, we must have received the returned item(s), within 30 days of you taking delivery.

All items RETURNED WITHOUT A RETURNS FORM OR ENCLOSED SUFFICIENT INFORMATION will NOT be processed.

If you return your purchase by post or courier after the periods outlined above (with the exception of faulty or damaged goods) we reserve the right not to offer you a refund in full. This does not affect your statutory rights.

We may instead return your purchase to you. Prior to sending it, you will be charged the delivery fee applicable to the products and your location.

Proof of purchase

No refund or exchange will be given without a receipt, dispatch note or other proof of purchase.

Refunding return postal costs

Please note: We do not offer a returns postage cost refund on any unwanted returns. If you have received faulty or incorrect goods please contact us before returning your item.

Taking Care of Our Goods

You will naturally wish to inspect the products you order and try them on for size. However, whilst you are deciding whether to keep your purchases, you do have a statutory duty to take reasonable care of the goods. Therefore, please ensure you do not damage the items (or the packaging where it forms part of the goods, for example, boxed garments and gift items) and, if you wish to return anything, that it reaches us in perfect condition.

Where you have failed to take reasonable care of the goods, whether whilst in your possession or when returning them, we reserve the right to refund you in full less any amount due by way of compensation, to either repair the goods or to cover any loss.

Process Times

We strive to process all returns within 48 hours of them arriving with us, however during peak times, this can vary slightly. All returns that require outgoing consignments are sent using a 1-2 working day courier service.

Faulty or Damaged Goods

Most items are guaranteed against faults for up to 1 year after purchase (This is at the discretion of the manufacturer). This is to cover manufacturing faults and does not cover wear and tear including rips, dents, scratches, paint damage or accidental breakages. The manufacturer needs to agree to repair, replace or credit the faulty item before we can accept your return so please contact us with images and further details before returning your item. Please note this process can take up to 6 - 8 weeks and we reserve the right to refuse return if the goods are not returned in satisfactory condition.

Promotional Returns

If a return is made on a promotional order (e.g. a multi buy promotional offer) to calculate the refund due we shall reapply the promotion offer to non-returned items and the refund shall be the value of the returned items less any promotional discount to which your revised order is no longer eligible. In the case of gift with purchase promotions if the return does not include the complimentary gift and the monetary remainder of the order fails to reach the amount required to qualify for the promotion, the price of the complimentary gift with purchase will be deducted from the item(s) returned.

Complaints

Any disputes or complaints you may have should be emailed directly to info@newdirectiontackle.co.uk giving as much information as possible including the name the order was placed under, a clear description of the complaint or disputation and contact details. They will be investigated so a solution can be agreed as quickly as possible.

Courier Returns

Please note all courier returns made after 3 delivery attempts have been made will incur a £5 restocking fee so please ensure that you are available for your delivery at your chosen address.