



SHAX DELIVERY POLICY

DELIVERY CHARGE

We charge a modest fee for delivery of your purchase – only one fee per sale, not per item (minimum value of £20)

Our charges are based on distance to your home and start at £10 for in and around Dumfries – please see our Delivery Charges poster for more information.

DELIVERIES

Please ensure someone is available to receive your goods on the day and time agreed, otherwise they will be returned to the warehouse.

If we do not hear from you within 2 working days of the agreed delivery date the items will be returned for sale and the original delivery fee forfeited.

We will endeavour to deliver your goods into the required room only if:

- Our team have time and it's safe to do so
- There is clear access, e.g. no obstructions on the drive or furniture in the way
- We are able to deliver through communal doors and stairways

Failing clear access, the goods will be left in the first available space for you to move at your own convenience.

*SHAX is a Scottish Incorporated Charitable Organisation,
Charity Number SC 042940*