

## **The Gamers' Emporium – Shipping Policy**

### **Shipping Provider**

The Gamers' Emporium will usually send orders by Royal Mail Second Class post within the UK and by Royal Mail Airmail for deliveries outside of the UK.

Occasionally, it may be necessary to send your order by another courier (if the item is particularly large/heavy/unusual) but in these cases we will inform you of the change and any additional costs before we ship the order

### **Shipping Costs**

#### Within the UK

Orders over £40.00 (after any discounts) will qualify for free shipping within the UK.

Orders under £40.00 will be charged a flat rate shipping cost of £2.50

#### European Union

Orders over £100.00 (after any discounts) will qualify for free shipping within the EU.

Orders under £100.00 will be charged at the prevailing Royal Mail Airmail Rates [linky]. Where an order exceeds the 2kg Airmail limit, we will split your order into multiple packages, or will contact you to arrange alternative shipping if it is not possible to split your order.

#### Rest of the World

Unfortunately we do not offer free shipping outside of the EU.

Orders will be charged at the prevailing Royal Mail Airmail Rates [linky]. Where an order exceeds the 2kg Airmail limit, we will split your order into multiple packages, or will contact you to arrange alternative shipping if it is not possible to split your order.

Depending on where you live, you may be liable to pay import taxes or customs duties on your order. The Gamers' Emporium accepts no liability for these charges and we advise you to contact your local customs office before ordering to find out what charges you may have to pay on imported goods.

### **Delivery Time-scale**

We will endeavour to ship your order within 2 business days if all of the items you have ordered are in stock. We will send you an email to confirm that your order has been dispatched.

If your order contains items that are out of stock, we will contact you by email to advise you of a revised dispatch time.

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### **Missing Orders**

If your order does not arrive after a reasonable amount of time has passed from when we told you it was dispatched, please contact us and we will do our best to help you trace the order.

Unfortunately, we are not able to offer refunds on orders for which we have obtained a proof of postage.

The Royal Mail does offer a compensation scheme for lost items [linky], and we will gladly work with you to help you to provide the necessary information for you to submit your claim.

### **Incomplete Orders**

If there is something missing from your order when it arrives, please contact us [linky] within 48 hours of receiving the order and we will do our best to rectify the problem.

### **Damaged Orders**

We do our best to make sure that every order which leaves our store is securely packed however, despite our best efforts, sometimes things do get damaged in the post. If an order is damaged in transit, you may be able to claim compensation from the Royal Mail using their compensation service for damaged or part lost items and we will gladly work with you to help you to provide the necessary information for you to submit your claim.