



## **DELIVERY/COLLECTION**

### **1. Delivery**

Deliveries are not an in-house service of DOLCE London but for all of them we use trusted delivery companies or private couriers.

Once you place an order and select a preferred time for your delivery (ex: 9am) you will be actually assigned a time slot of 1 hour, during which you will receive your order (ex: 9/10am).

In most of the case, you will also receive a text message/email by the delivery company with a tracking link to "follow" the driver during your delivery.

### **2. Charges**

Delivery costs: The costs of delivery will be as displayed to you by email/ telephone before your order is accepted OR included in the price quoted to you when placing your order via our website.

### **2. Addresses & Instructions**

Under normal circumstances, we will try to ensure that your order is delivered to the recipient's address you provide.

It is therefore very important that you ensure that the recipient address you provide is accurate, in particular the postcode, and that you give additional instructions to assist the drivers to locate difficult-to-find addresses. It is also very important that you keep us informed if you find that the recipient's address or availability changes prior to the order being despatched. The email that is sent on completion of your order contains all the key information pertaining to your order. It is very important that you check this to ensure no errors have been made.

In our checkout we ask for delivery instructions. This information is for the drivers and couriers and is where you should detail your requested actions for us if the recipient is unable to answer the door when they attempt delivery. We will always do our best to follow your instructions word for word.

### **3. Delays**

As the delivery service doesn't really depend on us (DOLCE London), we do not take any responsibility for delays that may occur during this service.

We always make sure that your order is ready in time for couriers to collect it in order to arrive at the drop off during the selected time slot.

For any complaints concerning the delivery, you should refer to the delivery company that has deal with your delivery and contact them directly.

#### **4. Collection**

If you have asked to collect the products from us, you must arrange collection with us by contacting us in advance.

We will wait no longer than 1 hour more than the scheduled time for collection, after that time we cannot ensure that the collection will still be possible.

When you become responsible: A product will be your responsibility from the time we deliver the product to you or you collect it from us.