



Ioma Claims Procedure

If something you ordered hasn't arrived

If something you've ordered hasn't arrived, you should contact Ioma on 0151 448 9000 or email sales@iomaclimbing.co.uk to find out where it is.

It is Ioma's legal responsibility to make sure the item is delivered to you. We will chase the delivery company (DPD) and let you know what's happened to your item. Alternatively you can track the progress of the delivery online at www.dpd.co.uk

If your item wasn't delivered to the location you agreed (e.g. it was left with your neighbour without your consent), it is Ioma's legal responsibility to sort out the issue.

If the item doesn't turn up, you are legally entitled to a replacement or refund.

Get the item delivered again

You can contact Ioma and ask us to deliver the item again. You should do this if the item wasn't delivered within a reasonable time or the item wasn't delivered by the required date.

Get your money back

You can ask for your money back if you don't receive the item either:

- within 14 days of buying it
- on the date you agreed with the seller - if it was essential to receive it by then (eg for an event then or shortly after)

Ioma will always use its best endeavours to ensure that the customer is provided with an excellent service and that any delivery issues are rectified quickly and with no quibbles.

Paul Levinson

A handwritten signature in black ink, appearing to read "P. Levinson".

Managing Director

January 2017