

Shipping and Returns Policy

Last Updated: 25/5/2023

Thank you for shopping with PDT Ltd This Shipping and Returns Policy outlines our shipping practices and explains how returns and exchanges are handled. By placing an order with us, you acknowledge that you have read, understood, and agree to be bound by this policy.

1. Shipping

1.1. Shipping Methods

We offer shipping within the United Kingdom. The available shipping methods, delivery times, and associated costs will be provided during the checkout process. Please note that delivery times are estimates and may vary depending on the destination and unforeseen circumstances.

1.2. Order Processing

Orders are typically processed within 2 business days after payment is received. We will make reasonable efforts to ship your order promptly. However, delays may occur during peak seasons or due to unforeseen circumstances. We will notify you if there are any significant delays with your order.

1.3. Order Tracking

Once your order has been shipped, we will provide you with a tracking number, if available, to track your package. You can use this tracking number to monitor the delivery status through the designated shipping carrier's website.

1.4. Shipping Address

Please ensure that the shipping address provided during checkout is accurate and complete. We are not responsible for any delays or delivery issues arising from incorrect or incomplete shipping information.

1.5. International Shipping

At this time, we only offer shipping within the United Kingdom. We do not ship internationally. We apologize for any inconvenience caused.

2. Returns and Exchanges

2.1. Return Eligibility

We want you to be completely satisfied with your purchase. If you are not satisfied with your order, you may return eligible items within [X] days from the date of delivery, subject to the conditions outlined below.

2.2. Return Conditions

To be eligible for a return or exchange, the following conditions must be met:

- The item must be unused, in its original condition, and in its original packaging.
- All original tags, labels, and accessories must be intact and included.

- The return request must be initiated within the specified time frame.

2.3. Return Process

To initiate a return or exchange, please contact our customer service team with your order details and reason for the return. We will provide you with instructions on how to proceed. Please note that return shipping costs are the responsibility of the customer, unless the return is due to our error or a defective item.

2.4. Refunds and Store Credit

Once the returned item is received and inspected, we will notify you of the status of your refund or exchange. Refunds will be issued in the original form of payment or as store credit, based on your preference and the availability of the item for exchange.

2.5. Non-Returnable Items

The following items are non-returnable:

- Items that are personalized, customized, or made to order.
- Consumable products, such as strings, reeds, or cleaning solutions, for hygienic reasons.

3. Damaged or Defective Items

If you receive a damaged or defective item, please contact us immediately with your order details and a description of the issue. We will work with you to resolve the problem as quickly as possible, either through a replacement, repair, or refund, depending on the circumstances.

4. Contact Us

If you have any questions or concerns regarding our Shipping and Returns Policy, please contact our customer service team at [contact information]. We are here to assist you and provide further clarification on our policies and procedures.

Note: This policy is provided as a general guideline. For specific details and terms related to shipping and returns, please refer to the detailed policy available on our website.