

# Shipping Policy for The Walton Collection

Last updated: 30/4/2024

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this document:

- **"Company"** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to **The Walton Collection**
- **"Goods"** refers to the items offered for sale on the Service.
- **"Orders"** means a request by You to purchase Goods from Us.
- **"Service"** refers to the Website.
- **"Website"** refers to [www.thewaltoncollection.ie](http://www.thewaltoncollection.ie)
- **"You"** means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Thank you for visiting and shopping at The Walton Collection. The following terms and conditions constitute our Shipping Policy.

## 1. Shipping Processing times from date of your order

1.1 Some items may be in stock and available for shipping within days of your order being placed in which case they will be shipped within 2 to 3 working days , however all our products are handmade and generally constructed to order so please generally allow approximately working 10 days from date of order before shipping will commence.

### 1.2 Depending on your location shipping will take approximately:

Ireland/UK – 2 working days

Europe - 3 working days

USA & Rest of the World – 4-7 Working days

**Please note:**

Orders are not shipped or delivered on weekends or holidays.

If We are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of Your Order, We will contact You via email or text message so please ensure your contact details are correct.

### **1.3 Shipment confirmation & Order tracking**

You will receive a Shipment Confirmation Email once Your Order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

### **1.4 Shipping rates:**

Shipping charges for Your Order are calculated and displayed at “checkout” on our website. Shipping rates are based on volumetric pricing, i.e. based on dimensions and weight (and any oversize surcharges) which is charged to you at our cost price. We select our shipping partners based on value for money, reliability and the quality of the service they provide.

In general we try to include insurance against any damage “in transit”, where it is available from our shipping partner(s). Separately, we take full responsibility for making sure that your goods are well-packaged and arrive in perfect condition. In the unlikely event that your order is “damaged in transit”, upon you providing appropriate evidence of same, we will manage the claim process and engage with you to have replacement sent as soon as possible. (Please see our Returns Policy). If your goods are damaged in transit please contact us within two (2) working days of delivery at [info@thewaltoncollection.ie](mailto:info@thewaltoncollection.ie). Claims for “damage in transit” to your goods after two days of receipt will not be considered.

### **1.5 Customs, Duties and Taxes**

The Walton Collection is not responsible for any customs and taxes applied to Your Order. All tariff, taxes or custom fees imposed during or after shipping are the responsibility of the customer.

### **1.6 Contact Us**

If you have any questions about this Shipping Policy, You can contact Us:

- By visiting our website “contact us” page , or
- By sending us an email at [info@thewaltoncollection.ie](mailto:info@thewaltoncollection.ie)