



**ARDORVIS
TECHNOLOGY**

Part of the Heat & Power Group

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www.ardorvis.com

Shipping & Delivery Policy

This Shipping & Delivery Policy outlines how Ardorvis Technology Ltd manages the dispatch and delivery of goods to customers in the UK, Europe, and international markets.

By placing an order with us, you agree to the terms outlined below.

1. Shipping Regions

We currently ship to:

- United Kingdom (UK)
- European Union (EU) member states
- Rest of the World (subject to clearance and export regulations).

2. Delivery Methods

We use a combination of trusted logistics partners including DHL, UPS, FedEx, DPD, and freight forwarders to provide the best combination of speed, reliability, and cost.

Shipping method is determined based on:

- Size and weight of goods
- Delivery location
- Urgency of order
- Specific customer requirements

Where required, we can arrange palletised shipments, temperature-controlled transport, or hazardous goods handling.

3. Delivery Times

| Region | Estimated Delivery Time |
|---------------|-------------------------|
| UK Mainland | 1–3 business days |
| EU Countries | 3–7 business days |
| Rest of World | 5–14 business days |

These are estimates and may vary based on product availability, courier capacity, and customs clearance delays.

4. Order Processing & Dispatch

- Orders are processed Monday to Friday, excluding UK public holidays
- Stocked items typically ship within 1–2 working days
- Non-stock or special-order items will be quoted with specific lead times

Urgent or same-day delivery may be available upon request.

5. Shipping Costs

Shipping charges are calculated based on:

- Weight and dimensions of the shipment
- Delivery destination
- Shipping method selected

All costs will be clearly quoted at the time of order. We may offer free UK delivery on qualifying order values or for contracted clients.

Customers may also:

- International Customers can collect goods from our Sheffield facility (FCA)
- UK Customers can arrange their own courier under Ex-Works terms

6. Tracking & Notifications

Once your order is dispatched, you will receive:

- A shipment confirmation email
- A tracking number (where applicable)
- An estimated delivery date

Please contact us if you have not received your tracking details within 48 hours of dispatch confirmation.

7. Delivery Issues & Risk Transfer

Risk of loss or damage transfers to the customer upon delivery unless otherwise agreed.

Please inspect all goods upon delivery and notify info@ardorvis.com of any damage, shortages, or errors within 3 working days. Claims outside of this window may not be accepted.

8. Customs, Duties & Import Requirements

For shipments outside the UK:

- The customer is responsible for any import duties, taxes, clearance fees, and compliance with local regulations unless stated otherwise.
- Ardorvis Technology Ltd can supply proforma invoices, packing lists, and documentation to assist with clearance.

Customs processing may delay delivery times.

9. Partial Shipments

If some items in your order are delayed or back-ordered, we may ship the available items first unless instructed otherwise. Any partial shipment arrangements will be confirmed with you.

10. Questions & Special Requirements

If you have specific shipping needs such as:

- Timed delivery windows
- Third-party freight collection
- Hazardous materials transport
- Consolidated multi-location deliveries

Please contact us directly:

Email: logistics@ardorvis.com

Phone: +44 (0)1142 202224

11. Incoterms

We operate under the following Incoterms® 2020 depending on the destination and agreement:

United Kingdom

- Standard delivery terms apply unless agreed otherwise.

Europe (EU)

- **DDP (Delivered Duty Paid):** We cover delivery, duties, VAT, and customs clearance.

International

- **DDP or DAP** terms offered depending on destination:
 - **DDP:** We handle all shipping, taxes, and clearance.
 - **DAP:** We handle shipping and delivery, but the buyer manages local taxes and duties.

FCA (Free Carrier – Sheffield, UK)

- Buyer arranges collection, and assumes responsibility and cost from our premises, we handle the Export clearance.

Incoterms will be agreed in writing at the time of order.

12. Policy Updates

Ardorvis Technology Ltd reserves the right to update this policy at any time. The most current version will always be available on our website.

For further questions, please contact:

Email: info@ardorvis.com

Phone: +44 (0)1142 202224