

Delivery Policy

DELIVERY METHODS

We currently use APC Carriers for most of our online orders. For some low value items, we use Royal Mail's signed for service. We also own our own fleet of delivery vehicles, giving us a coverage that allows us to offer delivery across a wide geographical area. Alternatively, you can collect in person from our offices in Castle Cary, Somerset for no extra cost. All orders will require a signature upon delivery/collection.

STANDARD DELIVERIES

If your item is in stock, we will try to dispatch your order the next working day. Goods supplied within the UK will normally be delivered within 7 working days of acceptance of your order. We dispatch orders Monday to Friday (excluding UK public bank holidays). Deliveries will be made to the address specified when you place the order. Please check your order carefully before submitting it to us. If a delivery can't be made to your address for any reason, we will inform you as soon as possible.

EXPRESS DELIVERIES

For deliveries that are needed quickly, we also offer an express delivery option. If your item is in stock, we will try to dispatch your order the next working day. Goods supplied within the UK will normally be delivered within 2 working days of acceptance of your order.

SATURDAY DELIVERIES

We can also offer a Saturday delivery for an additional cost, if requested. Please contact us for a Saturday delivery quotation. An email will be sent to inform you of any order that cannot be completed within 7 Days. Any delivery date estimations are intended as a guide only.

DELIVERY TRACKING

We will send you a tracking number via text providing a number is given, so that you can track your goods. For despatch and delivery updates, please feel free to email us at info@red-survey.co.uk or call 01963 351337.

DELIVERY COSTS

We charge the following for delivering goods:

- Standard Delivery Charge up to 15KG (UK Mainland) - £12.00 (+ £10.00 Highlands)
- Standard Delivery Charge up to 10KG (NI, Eire & The Channel Islands) - £35.00
- Express Delivery AM Charge up to 15KG (Weekdays Only, UK Mainland) - £22.00
- Collection in Person – Free
- Range Pole Delivery Charge – £18.00
- Saturday Delivery Charge AM up to 15KG - £35.00



All of the above delivery charges are excluding VAT. Heavy and over-sized items will be subject to additional delivery charges.

EXPORTS & INTERNATIONAL SHIPPING

Red Survey can offer a comprehensive and efficient overseas delivery service on both small and large orders to many countries worldwide. All exported products are securely packaged with valid customs documentation. We also insure goods where required. Please contact us for an export delivery rate quotation.

PRODUCT AVAILABILITY

We try to keep most items in stock. However, if an item is out of stock, we will try to contact you immediately. We will then inform you when we are expecting the item to come back into stock to give you an estimate on when to expect your goods. If an item is out of stock, you will be given the option to cancel the order altogether, or to wait for the goods to arrive back into stock.