

[Issue 3]

Despatch and Delivery Information

Silvalea will always endeavour to despatch and deliver your order as quickly as possible. However due to the nature of our medical products there are times when this is not possible. All of our orders are despatched on a signed for service.

IMPORTANT: If you place your orders on one Purchase Order, mixing different types of stock, stock with additions and manufactured goods, we will despatch your goods all together to the latest despatch date. If you do not wish your stock orders to be delayed please place them on a separate Purchase Order from manufactured goods.

Despatch

Two – three day despatch on all standard stock items.

Fifteen – twenty day despatch on all orders which are non-standard such as those products which require alterations or additions such as support options and tailored or special non-stock orders not in our standard stock range and therefore manufactured to order for you.

Disclaimer

Delivery dates are approximate and subject to the usual hazards beyond our control. Offers to supply from stock are subject to the goods remaining unsold on receipt of your order. Shipping costs available on application.

Please note: It is the customer/receivers responsibility to check the delivery to ensure it is all present and correct **before signing the shippers delivery note.**

Silvalea **cannot be held responsible** for any shortfalls/damage in the delivery if not reported **immediately upon receipt** as we have to raise a claim with the shipper within 28 days of delivery.