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**ORDERS AND DELIVERY**

We will deliver your order free of charge if it totals over £45 including VAT. If the order totals under £45 including VAT, the delivery charge will be an additional £6.49. This applies to order for despatch to UK mainland only. Postage Rates for areas outside mainland UK will incur possible additional charges. This includes but is not limited to: Channel Islands, Isle of Man, Scottish Highlands, Eire and EC countries, and is based upon the weight of the total order. Please note delivery charges are subject to change without prior notice. If you are purchasing from outside the UK mainland, please contact us on [info@intuitionlighting.co.uk](mailto:info@intuitionlighting.co.uk) before ordering.

Intuition delivery time is usually 3 working days depending on the below details as to timings we receive the order within. An email will be sent to you when your order has been processed to inform you if there is any items not available, a 2nd email will be sent when your order is despatched, including consignment number to enable you to check the progress of your order.

We aim to action your order within 48 hours (2 days) of placing the order, for orders placed on weekdays. Thus despatch will be, at the latest, 72 hours (on the 3rd working day) after the order is placed. We are unable to despatch orders on weekend days and bank holidays.

Deliveries will be despatched on week days only (Monday to Friday), orders are however accepted at weekends for despatch either on the following Monday or Tuesday depending on timings as above, unless in the event of a bank holiday, thus despatch will be the next working day. If nobody is in to accept the delivery, the courier will leave a card for you. Please contact the courier to arrange re-delivery. If we receive incorrect billing or credit card account information, the processing and subsequent despatch of your order can be delayed. We must have a complete address to guarantee delivery. All goods are subject to availability, and in the unlikely event that we are unable to supply your goods, we will inform you immediately and advise you of the expected delivery date.

If you require an item urgently you can use our Premium delivery service. Please contact us at [info@intuitionlighting.co.uk](mailto:info@intuitionlighting.co.uk) for the additional costs of this service prior to placing your order. Please note Premium delivery may not be available for orders outside the UK mainland. You may also at any time email us at the above address to find out if an item is in stock. Please use the “IL”… code when sending the email and description of the product to enable us to send a speedy response. Please refer to the refunds and cancellation policy for any further information on cancellations of orders.