



1 Union Works, Union Street  
Heckmondwike, West Yorkshire, WF16 0HL

**Tel :** 01924 415000

**Fax:** 01924 415018

mail@colchester.co.uk

www.colchester.co.uk

## Delivery Policy

Here at Colchester Machine Tool Solutions we pride ourselves on excellent customer service.

We know that you don't want to wait days for your order to arrive. That's why we send every order within the UK Mainland by Tuffnells Parcels Express (Tuffnells). This means that you should receive your parcel the following working day after it has been despatched and no later than within 5 working days.

However, although we promise to despatch your order quickly, it should be remembered that delivery is not guaranteed within this timescale and parcels can occasionally take longer to reach their destinations. Parcels sent to Northern Ireland, the Isle of Man, Isles of Scilly, the Channel Islands and certain parts of Scotland will usually take a little longer to arrive.

**WE CANNOT UNFORNTUNATELY POST ONLINE SPARE PARTS OVERSEAS**, but please contact us directly on 01924 412603 or email: spares@colchester.co.uk, so we can put you in touch with our distributor for your region, who will be more than happy to help you.

### How will my parcel be sent UK mainland?

Based upon the weight of your item(s) you will have three options for your postage; either standard next day delivery, next day before 12pm or next day before 10.30.

Standard postage by Tuffnells costs £15 (dependent on the weight and size of your order).

Standard Postage for multiple orders or large items will also be sent using Tuffnells and should take 2 - 3 days for delivery.

Express Shipping postage (Next day before Noon or Next day before 1030am) - items will be sent using Tuffnells (please note – this excludes weekend deliveries).

### How will I know when my order has been dispatched?

When your order has been dispatched you will receive an e-mail notification advising you of this.

### Help! I haven't received my parcel, what should I do?

Please contact us directly - we will do anything we can to help you. With Tuffnells parcels, we can track and trace your order using their online system.



FM12345

Colchester Machine Tool Solutions  
Trading name of 600 UK Limited.  
Registered in England & Wales No. 144979  
Registered Office:  
Union Street, Heckmondwike, WF16 0HL, England