

**SPYRAS**  
RESPIRATORY ANALYTICS

## **SPYRAS SHIPPING & DELIVERY POLICY**

### **Introduction.**

Welcome to the Spyras Shipping Policy!

Please carefully review our Shipping & Delivery Policy when purchasing our products. This policy will apply to any physical goods order you place with us as we do our best to get it safely delivered to you.

This Shipping & Delivery Policy is supplementary to our Terms and Conditions as well as any other Policy document that may relate.

### **Document Contents:**

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#### **1. UK Shipping and Delivery Options**

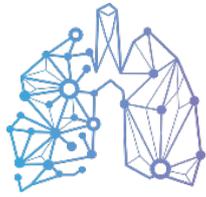
#### **2. International & EU Orders**

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## 1. UK Shipping & Delivery Options

Spyras Currently offers expedited shipping at the following rates:

Shipping Method	Shipping Fee
UK Standard Shipping	£5.95
EU Shipping	£13.50

Spyras reserves the right to change shipping rate at its own discretion. As we continue to grow, we aim to reduce this cost and introduce more delivery options with partners that can accommodate your delivery preferences.

When you have placed an order, we will email you to confirm your order has been placed and in the hands of our order fulfilment team. When your order has been packaged, we will email you again that our courier partner is waiting to collect your parcel. All times and dates given for delivery of the products are given in good faith but are estimates only. If you have any issues with a delivery, please email your order number to [orders@spyras.com](mailto:orders@spyras.com).

This does not affect your statutory rights. Unless specifically noted, estimated delivery times reflect the earliest available delivery, and deliveries will be made within 30 days after the day we accept your order. For more information, please refer to our Terms and Conditions.

Any order that is placed with Spyras will be processed and fulfilled during normal working hours between Monday to Friday excluding bank holidays.

### Free/Discounted Shipping

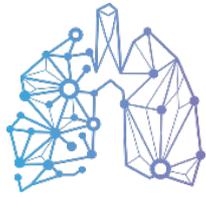
In some cases, we will offer free or discounted shipping to customers. This offer is, however, limited and Spyras offers no guarantee that such offer will always be in place when you place an order.

## 2. International & EU Orders

International shipping will be considered on a case-by-case basis. Please email [info@spyras.com](mailto:info@spyras.com) with your international shipping request and order details where we will get back to you as soon as possible.

## 3. Shipping Restrictions

In some cases, we cannot ship specific products to international countries due to the local laws and regulations. We will do our best to notify you prior to purchasing online but if we



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have accepted an order and then determine your delivery address is in a location we cannot deliver to, Spyras maintains the right to cancel the order and refund your order total.

Orders can only be placed to physical locations where you can take receipt of your delivery. PO boxes are not accepted as an address.

#### **4. Delayed Orders**

If delivery of your order is delayed for any reason, we will let you know as soon as possible and will advise you of a revised estimated date for delivery. For EU and UK consumers: This does not affect your statutory rights. For more information, please refer to our Terms & Conditions.

#### **5. Returns**

If you have questions about returns, please review our Return Policy.

#### **6. Questions**

If you have any further questions or comments about our shipping policy, you may contact us via email at [info@spyras.com](mailto:info@spyras.com).

- End -

Revision A

Date: 27/10/2021