

Dispatch

Although we endeavour to dispatch orders with 24 hours of receiving payment we do not guarantee to do this. If all purchased items are in stock we aim to dispatch orders within 24 hours of payment, excluding weekends and bank holidays. If items are not in stock and dispatch will be delayed by more than 8 working days we will contact customers by email to notify them of the delay.

Couriers

We have two couriers available: DHL and EMS Datapost.

DHL expect to deliver within 2-4 working days of shipping, EMS expect to deliver within 10 working days of shipping. Please note that these are average delivery times and may vary. Once goods have been passed to the courier, Blackbox Solutions have no control over their delivery and as such customers would need to contact the couriers for further information on their shipment. DHL or Blackbox solutions will issue the couriers tracking reference to the customer by email on the day that the shipment is sent.

Incorrect Delivery/Non delivery

In cases where the couriers deliver to an incorrect address or fail to deliver parcels the customer should contact Blackbox Solutions with their tracking reference and order number. We will then contact the courier to rectify the matter on the customer's behalf. Please note that Blackbox Solutions are unable to issue replacement goods without the courier's agreement to refund.

Customs Delays

On occasion shipments may be delayed by the Customs Office. Please note that neither the courier services nor Blackbox Solutions have any control over such delays.

Blackbox Solutions Ltd