

SHIPPING & DELIVERY POLICY

Last updated: November 2025

Company: CinePath Ltd (Company No. 16817624)

Contact: returns@cinopath.co.uk

Domain: cinopath.co.uk and related subdomains

1. Overview

This Shipping & Delivery Policy ("Policy") outlines how CinePath Ltd ("CinePath," "we," "our," "us") processes and delivers physical orders placed through the CinePath online store or related platforms, including ConveyorPro and Cine3D product fulfilment.

This Policy applies to UK orders only, except where special international arrangements are agreed in writing.

2. Couriers Used

CinePath partners with trusted national couriers to ensure timely and secure delivery:

- Evri (Hermes)
- InPost
- FedEx

Courier selection depends on order size, weight, and destination. Customers may select their preferred courier at checkout where options are available.

3. Delivery Times

Estimated delivery times vary by courier and service level:

- Next-day / Overnight: Premium courier services (FedEx or Evri Express).
- Standard delivery: Typically 2–5 business days from dispatch.
- Special orders or custom products: May require additional processing or manufacturing time.

All estimated delivery times are provided at checkout and confirmed in the order email.

4. Order Processing and Dispatch

Orders are typically processed and dispatched within 1–2 business days after confirmation of payment.

For custom-manufactured products or 3D prints, processing may take longer depending on production complexity.

Customers will be notified by email when their order has been shipped.

5. Shipping Costs

Shipping fees are calculated based on:

- Total weight and dimensions of the order.
- Courier and service level selected.
- Delivery destination (within the UK).

All costs are displayed at checkout before payment confirmation.

6. Tracking and Notifications

All parcels are shipped with courier-provided tracking.

Tracking information will be sent to the customer's registered email once the order has been dispatched.

Customers can monitor delivery progress using the tracking number on the courier's website.

7. Lost or Damaged Shipments

CinePath takes every precaution to ensure that products are properly packaged and dispatched in good condition.

In the event of loss or damage in transit:

- Customers must notify returns@cinopath.co.uk within 5 business days of receiving (or failing to receive) their order.
- CinePath will assist in raising a claim with the courier and provide replacement or refund options where appropriate.

CinePath is not responsible for delays or damages caused by the courier, third-party mishandling, or events outside our control (e.g., weather or strikes).

8. International Shipping

CinePath currently delivers primarily within the United Kingdom.

International deliveries may be arranged for special orders by written agreement only, subject to customs, duties, and additional shipping charges.

9. Contact Information

For shipping or delivery enquiries, contact:

Email: returns@cinopath.co.uk

Please include your order number and courier tracking reference for faster assistance.

10. Governing Law

This Policy is governed by the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.