

# Shipping Policy

Last updated on November 26, 2024

At Hot Heat Kit, we understand that receiving your order in a timely and secure manner is crucial. Our Shipping Policy is designed to provide you with clear and comprehensive information regarding the shipping and delivery of your orders from our website, <https://hotheatkit.com>. This policy applies to all purchases made through our online platform and aims to ensure a smooth, efficient, and hassle-free delivery experience.

## 1. Order Processing and Shipping

- **Processing:** Orders will be processed by the next working day.

Please note:

- **Processing** refers to the entire process from the moment an order is placed until it is prepared and handed over to the shipping carrier. It includes receiving the order, processing it, packaging the items, and ensuring they are ready for shipment. Processing time is distinct from shipping time, which is the duration it takes for the shipped items to be delivered to the customer's address after leaving the fulfilment centre.
- **Tracking Your Order:** Once your order is dispatched, we will provide a tracking number. This enables you to monitor the delivery status and estimated arrival of your purchase.
- **Free Shipping:** Free shipping is available for **UK orders only**, regardless of the order value. For all other orders, shipping charges will apply and will be automatically calculated and added at the time of checkout.

### What Happens If My Order Is Delayed?

If delivery 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.

### I entered the wrong address at the time of checkout. Can I change it?

If the order is still in the processing phase then we can still change it. Please contact us at [customersupport@hotheatkit.co.uk](mailto:customersupport@hotheatkit.co.uk) as soon as possible. However, if the order is already shipped then we can't do anything in that case.

### **My order should be here by now, but I still don't have it. What should I do?**

Before getting in touch with us, please help us out by doing the following:

- Check your shipping confirmation email for any mistakes in the delivery address
- Ask your local post office if they have your package
- Stop by your neighbours in case the courier left the package with them

If the shipping address was correct, and the package wasn't left at the post office or at your neighbour's, get in touch with us at [customersupport@hotheatkit.co.uk](mailto:customersupport@hotheatkit.co.uk) with your order number. If you did find a mistake in your delivery address, we can send you a replacement order, but shipping will be at your own cost.

#### ***Please note:***

- ***Any unclaimed package will be returned back to us. And, you will be liable for the cost of a reshipment.***
- ***It is recommended that customers provide a secure delivery address, such as their home or place of employment, to prevent lost or stolen parcels.***

### **Will I be charged customs for my order?**

We are committed to providing excellent service and support for the global community. With that being said, international shipping can be complicated so we want to provide you with as much information as we can. If after reading all of this, you have specific questions, please contact us and we'll be happy to help you.

International shipments may be subject to import taxes, duties, and/or customs fees. These fees are the sole responsibility of the recipient. If a shipment is refused and returned, you will be responsible for any import taxes and/or return shipping costs incurred by us. These fees are specific to the destination country. Therefore, we do not know what the amount will be. The shipping and handling fee applied by us at checkout does NOT cover any duties, taxes, or brokerage fees. Please be prepared to pay these fees when your package is delivered. If the package is refused or returned to us, all customs charges or fees will be charged to you. For

more details about import fees, check out the [‘International Duties, Taxes, and Other Fees’](#) section below.

Sometimes your country's customs department will require additional information in order to clear your shipment for delivery. If they ask you for an invoice or commercial invoice, you can find a copy of that by looking at your order history under your profile. If you need further assistance, please contact us.

## 2. Disclaimer

- We reserve the right to exercise discretion and may choose not to process or ship any order.
- We do not offer shipping to multiple locations per order.
- All orders are processed and shipped on business days, excluding weekends and holidays.
- For security reasons, we do not deliver to incomplete recipient information or unidentifiable addresses.
- Hot Heat Kit is not liable for shipping or delivery delays caused by natural or uncontrollable events.
- We are not responsible for courier-related delays, such as customs clearance, as they are beyond our control.
- Transit time does not include **Saturdays, Sundays, or holidays**.

## 3. International Duties, Taxes, and Other Fees

**Shipping Cost:** This is the cost charged by us at checkout to cover the cost of the shipping method you select for your order. Unless explicitly stated in writing by our representative, it does not cover any of the following:

- **Duties and Taxes:** These are applied by your country's customs department based on the value and characteristics of whatever is being imported. Every country has its own unique regulations and procedures.
- **Brokerage Fees:** These are charged by a company to facilitate transactions between buyers and sellers. The brokerage fee is charged for services such as negotiations, sales, purchases, delivery, or advice on the transaction. In the case of importing shipments, brokerage companies often serve as the means by which the shipment is cleared through a country's customs and border protection department. These services often can incur a fee. Depending on a country's customs clearance procedures, a brokerage company will take care of the paperwork and deal with the hassle of importing a package.

In some countries, you can avoid these brokerage fees by clearing the package yourself at a customs facility. Check your country's customs laws and see if it's possible. You can also contact the shipping carrier and ask if you can clear the package yourself. Be sure to have your tracking number for them to reference.

- **Ancillary Fees:** That's basically a big word for extra fees applied by the shipping carrier. These fees can include things like storage fees, expedited clearance fees and fees for having to correct customs documentation. Your customs bill should have a breakdown of what the fees are if they are applied. Most shipments don't incur hefty ancillary fees, but you should check how certain shipping carriers deal with ancillary fees.

## 4. Questions

If you have any questions concerning our shipping policy, please contact us at:

[customersupport@hotheatkit.co.uk](mailto:customersupport@hotheatkit.co.uk).