

# Orders by Post: How does Note Perfect handle postal delay problems.

For the most part, the postage system runs smoothly as described by the respective postal services; there are always a small number of cases where the service does not deliver as expected. It should be noted however, that once we have posted goods, they are at the mercy of the postal services and we cannot bear any responsibility for their operation (or lack thereof). Note Perfect operates business days Monday to Friday, all orders are processed in a timely manner no greater than a 24 hour period (within the business week structure). When you receive an email from us declaring that we have posted your order, the email is always sent AFTER we have posted the item.

However, we operate responsibly and are concerned about any delay or non-delivery and to this end, and if after 18 business days (25 business days for Alaska\*) you have not received your order, please let us know and we will post again. This is our operation policy, and we operate this on trust. If you receive both packages then we ask that one package remains unopened and returned back to us marked return to sender.

Postal delays while irritating are not a reflection on our good service. If it gets to a stage that we have to send item(s) a second time the client is required to provide us confirmation that the address that we sent to is correct, and if they want, provide an alternative address. When we send goods a second time we pay extra postage to require a signature on receipt, so the client will need to provide an address where a signature can be obtained. Should there be a problem after that, any resolve will be after the insurance claim is closed which can take several months. We hope however that it would never need to go that far.

\*Internationally we always send by airmail, we understand that once the item is received into a country by airmail, how that country's postal service delivers the item is up to them. For example every time that we have posted to Alaska, the item first of all arrives to the USA mainland by air. The US postal services may then deem to send the item to Alaska by ship or rail and that is out of our hands. We have experienced long delays every time we have sent to Alaska, and we do not consider that the United States postal service is acting fairly when we pay to have the item shipped by air.

Unique solution ID: #1002

Author: Admin

Last update: 2013-12-07 05:13