



RDA Online Ltd Shipping Policy

Effective Date: 23 Jan 2024

1. Shipping Destinations

At RDA Online Ltd, we are committed to providing reliable and efficient shipping services for our customers in the UK.

2. Shipping Methods and Times-Standard Shipping (UK):

- Delivery Time: 3-5 business days.
- Please note that the delivery times mentioned are approximate and may vary depending on factors such as product availability, order processing time, and delivery address.

3. Order Processing

Orders are typically processed within 1-2 business days from the date of purchase. Orders placed on weekends or holidays will be processed on the next business day.

4. Shipping Restrictions

While we aim to serve all of our customers in the UK, there may be certain locations within the UK where delivery may not be possible or may incur additional charges. We recommend contacting our customer support team for assistance if you are unsure about the shipping availability to your specific location.

5. Customer Support

Our dedicated customer support team can assist you with any shipping-related inquiries or concerns. You can contact us through our Contact Us page, email, or phone.



RDA ONLINE LTD
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Email: customerservice@rda-online.com
Web: www.rda-online.com
Registered number: 13615103
Directors: D. Hamblin BA (Hon's), R. Bloodworth, T. Beale



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Web: www.rdapackaging.com
CIN: U25209MP2021PTC058642
Directors: D. Hamblin BA (Hon's), R. Bloodworth, J. Kumari



6. International Shipping

Currently, we only offer shipping services to customers within the UK. We do not provide international shipping services.

7. Return Policies

At RDA Online Ltd, we understand that there may be instances where you need to return a product. We want to ensure a hassle-free process for our customers in the UK.

If you wish to return a product for any reason, please adhere to the following guidelines:

- **Initiating a Return:** Contact our customer support team within 30 days of receiving your order to initiate a return request. You can do this by reaching out to us through our Contact Us page, email, or phone. Please provide your order number and a brief explanation of the reason for the return.
- **Product Condition:** The product must be unused, in its original packaging, and in the same condition as when you received it.
- **Return Shipping:** You are responsible for the cost of return shipping unless the return is due to a mistake on our part or a defective product.
- **Refund Process:** Upon receiving and inspecting the returned product, we will process your refund within 14-business days. Refunds will be issued to the original payment method used for the purchase.

Defective or Incorrect Products

If you receive a defective product or an item that does not match your order, please contact our customer support team immediately. We will arrange for the return of the incorrect or defective item at our expense and send you a replacement as soon as possible.

Please note that all returns and exchanges are subject to our review and approval. We reserve the right to reject any return or exchange that does not meet our stated guidelines.

If you have any questions or need assistance with a return or exchange, please do not hesitate to reach out to our customer support team. We are here to assist you in resolving any issues promptly and to your satisfaction.



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Damaged or Lost Shipments

At RDA Online Ltd, we take great care to ensure that your orders are packaged securely to prevent damage during transit. However, we understand that there may be instances where shipments arrive damaged or are lost in transit. We are committed to addressing these situations promptly and effectively.

Damaged Shipments

If you receive a shipment that appears to be damaged, please follow these steps:

- **Document the Damage:** Upon receiving the package, inspect it carefully for any visible signs of damage. If you notice any damage to the packaging or contents, take clear and detailed photos of the damage as evidence. This will be important for the claims process.
- **Contact Us:** Reach out to our customer support team immediately to report the damage. Please provide your order number, a description of the damage, and attach the photos taken during the inspection.
- **Return or Replacement:** Depending on the nature and extent of the damage, we will assess the situation and provide instructions for returning the damaged items, if necessary. We will also arrange for a replacement to be sent to you as soon as possible.

Contact Us: If the tracking information indicates that the shipment is significantly delayed or has not been updated for an extended period, contact our customer support team to report the issue. Provide your order number and a description of the situation.

- **Investigation:** We will initiate an investigation with the carrier to locate the lost shipment. This process may take some time, and we appreciate your patience during this period.
- **Reshipment or Refund:** Depending on the outcome of the carrier's investigation, we will work with you to either reship your order or provide a refund for the lost items.
- We take all necessary steps to ensure that your damaged or lost shipment concerns are resolved in a timely and satisfactory manner. We recommend contacting us as soon as you become aware of any issues to expedite there-resolution process.
- If you have any questions or need assistance with a damaged or lost shipment, please do not hesitate to reach out to our customer support team. We are here to assist you and ensure that you receive the products you ordered in good condition and in a timely manner.
- Thank you for choosing RDA Online Ltd, and we appreciate your understanding and cooperation in these situations.



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- Shipping Policy Changes
- We reserve the right to make changes to this shipping policy at any time. Any updates or modifications will be posted on our website, and the effective date will be revised accordingly.
- Thank you for choosing RDA Online Ltd for your bulk bag needs. We are committed to providing a seamless and reliable shipping experience for our valued customers in the UK.



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