

**Registered office:**

Caleb Components Limited  
Block 6, Grazebrook Industrial Park  
Peartree Lane, Dudley  
West Midlands  
DY2 0XW  
England

**Tel:** 0044 (0)1384 453955

**Fax:** 0044 (0)1384 257423

**Email:** [sales@calebcomponents.com](mailto:sales@calebcomponents.com)



# Frequently Asked Questions

**Please note, the information provided below is for UK Mainland orders only. If you have placed an order from outside the UK, please contact us directly.**

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## **Delivery on stock items:**

All orders placed before 2:30pm Monday-Friday for stock items will be shipped the same working day. Orders placed after 2:30pm Monday-Friday will be shipped the next working day. Each product page will state if the product is available from stock.

## **Delivery on back-ordered items:**

If your product is only available to back-order, this will have been stated on the product page with an estimated lead time. Once your order is placed, we will contact you within 24 hours with an estimated delivery date. If this date changes for any unforeseen reason, we will contact you again. If your order contains stock items, and back-ordered items, we usually ship all together once the back-ordered items have arrived, however if you require our stock items sooner, please get in touch and we will be happy to part ship your order.

## **I've opted for Standard Delivery (1-3 working days) – Not Tracked**

If your goods value is under £50.00 Net we will ship via Royal Mail First Class Post. It is important to note this method is **not tracked** and a signature will not be required on delivery. On average this should take 1-3 working days to reach you.

All orders with goods value over £50.00 Net will be sent with our courier and will be tracked. Tracking information will be emailed to you upon despatch.

**PLEASE VISIT OUR 'DELIVERY INFORMATION' PAGE FOR DETAILS ON THE CURRENT POSTAL STRIKE AND HOW YOUR ORDER MAY BE AFFECTED.**

## **I've opted for Express Delivery (Next working day) – Tracked**

If you have chosen this method, we will ship your order using either FedEx/TNT or DHL. This method will be tracked. Tracking information will be emailed to you upon despatch by us, as well as the courier with a link attached to track your order. A signature will be required on delivery. **Important note for Northern Ireland deliveries – there may be an extra day delay on your order dependant on customs delays outside of our control.**

### **I've opted for Free Delivery (1-3 working days) – Tracked**

This option is only available orders with goods value over £75.00 Net. If you have chosen this method, we will ship your order using either FedEx/TNT or DHL. This method will be tracked. Tracking information will be emailed to you upon despatch by us, as well as the courier with a link attached to track your order. A signature will be required on delivery. **Important note for Northern Ireland deliveries – there may be an extra day delay on your order dependant on customs delays outside of our control.**

### **Where is my order?**

If your order still has not arrived within the time frame quoted online, please don't hesitate to contact us so we can investigate this further.

**PLEASE VISIT OUR 'DELIVERY INFORMATION' PAGE FOR DETAILS ON THE CURRENT POSTAL STRIKE AND HOW YOUR ORDER MAY BE AFFECTED.**

### **I need to cancel or amend my order:**

We kindly request customers notify us as soon as possible if you need to cancel or amend your order. Unfortunately, once your order has been despatched, we are unable to cancel or amend your order.

### **I need to return my order:**

You have 28 working days from the despatch date, to return your item. Please visit our 'Returns and Cancellation Policy' page for further information. <https://springfasteners.co.uk/returns-cancellations-policy/>

### **I require technical assistance on your product(s):**

You can find technical information on our product pages. However, if you still can't find the information you need, simply call us on 0044 (0) 1384 453955 and we will be happy to assist.

### **I require a Certificate of Conformity with my order:**

We can produce an in-house Certificate of Conformity. This will incur an additional charge of £10.00 + VAT. If you require one, please get in touch and we can arrange this for you.

### **I require a copy invoice:**

An invoice will have been emailed to you upon despatch. However, if you require a copy, please email, or call us quoting your online order number to request a copy invoice, and we will be happy to send a copy through.

### **I need further assistance:**

If the above information still hasn't answered your question, please don't hesitate to contact us using the details at the top of this page and will be happy to help.