

SHIPPING & FULFILMENT POLICY

FROSTBOUND LTD.

FROSTBOUND

ENDURE

Effective Date: 22 November 2024

Reviewed By: Managing Director

1. Legal Status of this Policy

- 1.1 This Shipping & Fulfilment Policy forms part of the binding contractual framework between Frostbound Ltd. (“Frostbound”, “we”, “our” or “the Company”) and its customers. It governs the timelines, logistics, and conditions upon which ordered goods are prepared, dispatched, and delivered.
- 1.2 It is to be read alongside the Company’s Terms and Conditions of Sale and shall apply to all purchases made via Frostbound’s e-commerce platform, concierge services, or authorised retail partners.

2. Order Classification: Immediate Dispatch vs Pre-Order

- 2.1 Frostbound distinguishes between two categories of order:
 - Standard Inventory Orders – where goods are in stock and ready for fulfilment;
 - Pre-Orders – where goods are procured or produced to order, with dispatch delayed by sourcing, tailoring, or production lead times.
- 2.2 At the point of purchase, the customer shall be expressly informed whether an item is sold on a pre-order basis. In such cases, the estimated dispatch timeframe shall be prominently stated.
- 2.3 By placing a pre-order, the customer expressly accepts the longer lead time and acknowledges that the estimated delivery schedule is indicative only, not guaranteed.

3. Dispatch Timeframes

- 3.1 Standard Inventory Orders will typically be dispatched within 2–4 working days of cleared payment.
- 3.2 Pre-Orders shall be dispatched within 30 calendar days from the date of order, unless otherwise indicated. Where dispatch is anticipated to exceed 30 days, the customer shall be notified in writing and provided the right to:
 - cancel the order and receive a full refund;
 - continue with the order under the revised timeframe; or
 - request partial fulfilment, where feasible.
- 3.3 Frostbound shall not be in breach of contract where delay arises from supply chain disruption, material sourcing constraints, third-party fulfilment failures, or other events

outside the Company's reasonable control, provided that reasonable mitigation steps are taken and the customer is duly informed.

4. Delivery Methods and Carriers

- 4.1 Delivery shall be effected by Frostbound's approved logistics partners, each of whom is subject to express service-level agreements (SLAs) to ensure:
- traceable dispatch;
 - confirmed delivery;
 - appropriate insurance for loss or damage.
- 4.2 Frostbound reserves the right to determine the appropriate carrier based on destination, value, and urgency. Carrier allocation is not subject to customer preference unless otherwise agreed in writing.

5. Delivery Regions and Restrictions

- 5.1 Frostbound offers shipping to the United Kingdom, selected European Economic Area states, and other international destinations as published on its website from time to time.
- 5.2 International delivery may be restricted due to customs regulations, legal barriers, or commercial feasibility. Orders placed for restricted jurisdictions will be cancelled and refunded.

6. Risk, Title and Insurance

- 6.1 Legal title in the goods shall transfer only upon successful delivery to the customer's nominated address.
- 6.2 Risk in the goods shall pass at the point of receipt, as confirmed by the carrier's delivery log. Frostbound shall not be liable for any loss, theft, or damage occurring post-delivery unless such loss results from the Company's breach of contract or negligence.
- 6.3 All deliveries are insured to the point of receipt. Any post-receipt issues fall under the customer's responsibility.

7. Customs, Duties and Cross-Border Orders

- 7.1 Customers ordering goods for international delivery may be subject to customs duties, taxes, or import restrictions imposed by their jurisdiction.

- 7.2 Unless expressly agreed otherwise, Frostbound delivers under DDU (Delivered Duty Unpaid) terms. The customer is responsible for satisfying all customs formalities and charges in their country.
- 7.3 Frostbound shall not be liable for delays caused by customs inspection, clearance processing, or duty non-payment.

8. Failed Deliveries, Lost Parcels and Damage

- 8.1 Customers must notify the Company within 14 calendar days (UK) or 28 calendar days (international) of any non-delivery. Notification must be made in writing to: Office@frostbound.co.uk
- 8.2 If a delivery is confirmed by the carrier as complete, but disputed by the customer, Frostbound reserves the right to conduct a full investigation including GPS tracking, delivery photo audits, and local confirmation before issuing redress.
- 8.3 Goods received in visibly damaged packaging must be photographed immediately and reported within 48 hours to preserve insurance eligibility.

9. Packaging Integrity and Brand Representation

- 9.1 All goods are packaged in Frostbound's official materials, designed to reflect our luxury standards and ensure protection in transit.
- 9.2 Tamper-evident mechanisms are applied where appropriate. Any interference with packaging voids warranty and return rights unless independently verified by Frostbound.

10. Customer Obligations

- 10.1 The customer is responsible for:
- Providing a complete and accurate delivery address;
 - Ensuring availability to receive the goods or nominating an authorised recipient;
 - Cooperating with customs authorities in their jurisdiction, where applicable.
- 10.2 Frostbound shall not be liable for failed deliveries resulting from customer error, unavailability, or refusal to pay local charges.

11. Returns and Refunds

- 11.1 This policy does not govern the right to cancel, return, or exchange products. Those matters are governed by the Company's Returns & Refunds Policy.

12. Policy Review and Amendment

- 12.1 This Shipping & Fulfilment Policy shall be reviewed at least annually by the Managing Director and the Company's Legal Counsel.
- 12.2 Frostbound reserves the right to amend this policy without prior notice where such changes are necessary to comply with law, respond to external logistics constraints, or support commercial flexibility.
- 12.3 The policy in force at the time of order shall govern the delivery of that order, unless changes are expressly accepted by the customer post-purchase.

**Authorised by Order of the Board Frostbound Ltd.
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