



Shipping Policy

Delivery Terms

Any time or date stated for delivery is an estimate only, Nakedplanet.earth make every effort to dispatch goods on time and for our courier to deliver within the agreed service timescales, however we do not accept liability for failure to deliver within the stated time. All damages and/or shortages must be notified to info@nakedplanet.earth within 5 working days from receipt of order, Naked Planet Ltd do not accept liability for damages or shortages notified after this time. Deliveries are made Monday – Friday (Excluding Bank Holidays) between the hours of 8am and 6pm, please note that we are unable to specify a delivery time. A signature will be required upon receipt of the goods, if no one is available then a card will be left for you to re-arrange delivery with the courier.

Upon taking delivery of the order please ensure that the order is checked for damages and shortages before signing for the consignment, all damages or shortages must be notified to the courier and noted on the delivery note before signing. With parcel deliveries please check that you sign for the number of parcels that have been delivered. Upon signing for the consignment, the risk of damages and shortages passes to you the customer.

Couriers are contracted to deliver to your reception point.

If your order has not arrived within 4 working days of your expected delivery date it is recommended that you notify us so that we can investigate. Missing orders must be notified to info@nakedplanet.earth within 10 working days from the date of invoice, Naked Planet Ltd do not accept liability for missing orders notified after this time.