

Shipping Guide for Customers Within the United Kingdom

We want you to enjoy a smooth and seamless service from our team. We've put together this simple guide to answer questions you may have with regard to shipping to us from within the UK.

Here are 4 simple steps that assist the passage of items to our workshops:

1. Pack the item you are shipping in a strong box with plenty of padding around the unit. Ensure the unit does not move around in the box when shaken. Do not ship in a bag, even the padded type.
2. Include your contact details and the item fault details on a note placed inside the box. We recommend placing a copy of your order (where applicable) in the box. This is what we need;
 - a. Your full name
 - b. Your billing address (and shipping address if different to the billing address)
 - c. Your email address
 - d. Your contact phone number (cell/mobile is usually best)
 - e. Description of the fault symptoms and anything else you'd like our engineers to be aware of. This is extremely important if faults are intermittent or only occur under specific conditions.
3. Choose a reputable courier.
4. Fix the shipping documentation required by your chosen courier securely to the box. We advise over-taping shipping labels with clear tape.

Information your chosen courier may request:

Our address (shipping and billing):

Motivelectronics Ltd
28 Slippers Hill
Hemel Hempstead
HP2 5XT
United Kingdom

Our contact email address:

Info@motivelectronics.com

Our contact phone (supports SMS, WhatsApp and iMessage):

+44 7518 430655

Shipping Back to You

We will ship your item back to you via Royal Mail Special Delivery. This is a next business day service including insurance up to £2,500.

