

# Shipping / Delivery Policy

Last updated: February 2026

We aim to dispatch and deliver your order quickly and securely as possible.

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## 1. Delivery Areas

We currently deliver to:

- United Kingdom

(International shipping may be added in the future.)

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## 2. Processing Times & Order Cut-Off

Orders are usually processed within **1–2 working days**.

Order cut-off time:

Orders placed before **12:00 midday (UK time)** on a working day are usually processed for dispatch on the **next working day**.

Orders placed after this time, or on weekends or bank holidays are usually processed on the following working day.

During busy periods, processing times may be slightly longer.

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## 3. Delivery Services & Times

We use **Royal Mail Tracked** services for all deliveries

- **Royal Mail Tracked 24** – aims to deliver the next working day after dispatch
- **Royal Mail Tracked 48** – aims to deliver within two working days after dispatch

These delivery times are **aims, not guarantees**. Delays may occur due to factors outside our control, such as high demand, weather conditions, or postal disruption.

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## 4. Delivery Costs

Delivery costs are displayed at checkout and depend on your chosen shipping method.

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## 5. Incorrect Delivery Information

Please ensure your delivery address is correct at checkout.

We cannot refund or replace items that are delivered to an incorrect address provided by the customer.

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## 6. Lost or Missing Parcels

If your order does not arrive within the expected delivery timeframe, please contact us via our website contact form.

We will:

- Investigate the issue with Royal Mail
- Ask you to confirm your delivery address
- Ask you to check with neighbours or any safe places

If the courier confirms that the parcel has been lost, we will offer **either a replacement or a full refund**.

If the courier confirms delivery but the item has not been received, we will review the case and work with you to reach a fair resolution.