

Shipping / Delivery Policy

Last updated: February 2026

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

1. Delivery Areas

We currently deliver to:

- United Kingdom

(International shipping may be added in the future.)

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.

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.

4. Delivery Costs

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

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.

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.