

## **Delivery Policy**

### **How we deliver**

#### **England, Wales and Central Scotland**

Our standard delivery method is by courier, which has excellent coverage for the UK. For orders before 1pm, we endeavor to delivery next day and for orders after 1pm, delivery will be within two working days (delivering Mon-Fri between 9:00 and 16:00, but excluding national holidays). Order will not be part shipped unless in exceptional circumstances, in which you will be notified.

#### **Urgent Delivery**

We also offer next day delivery pre noon and pre 9am delivery. Please call us on +44 (0) 1332 292003 to arrange this service as this will incur an additional charge.

#### **Saturday Delivery**

We also offer a next day delivery on saturday, Saturday pre noon and Saturday pre 9am for urgent items. Please call us on +44 (0) 1332 292003 to arrange this service as this will incur an additional charge.

#### **Scottish Highlands, Northern Ireland and the Republic of Ireland**

Please call us on +44 (0) 1332 292003 to arrange this service as this will incur an additional charge. This may also be subject to a slightly longer delivery time which will be explained at the time of order.

#### **Outside the UK**

For customers outside the UK, we quote shipping on a case by case basis, to make sure the shipping is competitive, and will inform you of expected delivery time to your location.

### **My Parcel hasn't arrived?**

Please give us a call immediately on +44 (0) 1332 292003 and we'll rectify the situation as soon as possible.

### **I've missed my parcel**

If you aren't in or not available then you will receive a card from our courier with all details you need to contact them to rearrange delivery.

