

## **Delivery and Returns**

### **Standard UK Delivery**

All our prices include delivery charges to UK mainland and subject to stock availability, all items ordered by 2.00 pm Monday to Friday, will be despatched the same day by Royal Mail second class post and should be received within 2-5 days from date of order.

Items will be despatched to the address provided during the order process.

### **Returns**

If not 100% satisfied with your order upon receipt, please contact us immediately either by phone or email but must be within 21 days of receipt. If it is deemed necessary for you to return the items to us for either replacement or refund which will have been determined and agreed during the returns process, please ensure that they are packaged securely with the original packaging and must be in a re-saleable condition assuming not received faulty.

Upon receipt and inspection and assuming everything is in order, we will acknowledge receipt and confirm your requirements of either a refund or replacement the same day. Refunds will include postage cost incurred up to and including Royal Mail second class postage. For replacement items, we will also refund postage incurred up to and including Royal Mail second class postage.

Returns address will be provided at the time of contact.

None of your statutory rights are affected.