

Delivery & Shipping

All orders received before 15:00 (Mon - Fri) are dispatched same day (subject to availability). The majority of UK orders are received within one working day from the day of dispatch, however, please allow up to 5 working days to receive your order. International order's can take longer. Unfortunately items are not classed as lost until 15 working days has elapsed.

Delivery Methods:

Store Collection	<ul style="list-style-type: none">- Collect goods at store.- Collection will need to be arranged 24hrs in advance.	FREE
Standard UK Delivery	<ul style="list-style-type: none">- Approx 1 - 3 working days.*- 98% of orders usually arrive next working day.	£3.99
Next Day UK Delivery	<ul style="list-style-type: none">- Guaranteed Next Day Delivery.- Signature Required Upon Delivery.- Sent via Special Delivery/ DHL (dependant on weight).- Tracking Number Provided.	£4.99
European Delivery	<ul style="list-style-type: none">- Approx 3 - 5 working days.*	£6.99
USA Delivery	<ul style="list-style-type: none">- Approx 5 - 7 working days.*	£9.99
Rest Of World	<ul style="list-style-type: none">- Approx 7 - 10 days.*	£19.99

* These timescales are subject to Royal Mail's guarantees and service.

Restrictions

Not all delivery options are available in all areas. Certain items can not be shipped to certain countries. In the unlikely event that you have ordered a restricted item or requested delivery to a restricted zone, we will contact you and offer a full refund.

Gift Wrapping

We do offer a gift wrapping and personal delivery service. Please enquire if you are interested in this service and we will quote the fairest price we can manage.

Collection

Once orders have been processed and are ready for shipping, they can be collected from our premises by appointment. There will be no shipping/delivery/handling charge in respect of orders collected from our premises.

Out Of Stock

In the unlikely even that you have ordered an item which is out of stock, we will contact you as soon as possible to inform you of the situation and offer you a number of choices including a full 100% immediate refund if you should decide to cancel your order.

Order Tracking

As soon as we have received and processed your order, we will send you all the information you require to enable you to track your order. If you experience any difficulties at all, we strongly urge you to contact us immediately.

Availability

All goods are offered subject to availability and we reserve the right to withdraw any item without notice. In the event that any item you order is not available and that we do not have a suitable alternative for you, a full refund will be made. Please note that your card is not charged unless items are in stock or until they come into stock.

Items Delayed / Missing In Transit

Other than in the case of Next Day Delivery, please allow 3 working days from the date of despatch before contacting us about a missing order. If your order hasn't arrived within this period we'll contact our courier to locate your parcel. Unfortunately items are not classed as missing in transit by our courier until 14 working days after despatch.

If your item has not been received within 14 days we will send a replacement item immediately. Please note replacements can only be despatched on receipt of your completing the relevant "Lost Item" form which will be emailed to you if your parcel has not been delivered.

Next Day Delivery

If your order hasn't been delivered by the following working day after despatch, please let us know and we'll contact our courier to locate it. We'll send replacements if our courier is unable to locate your parcel. Please note replacements can only be despatched on receipt of your completed relevant form which will be emailed to you immediately upon receipt of notification of loss.