



Delivery & Returns Policy

Delivery Times

Purchases will be despatched within 48 hours of the order being received by us (Monday - Saturday). All orders will be despatched by Royal Mail or Parcel Force. Whenever we become aware that purchases will take longer than the 48 hours stated, we will endeavour to contact you to give you the option of waiting for the item, or to accept a full refund for the item in question. Delays may be due to higher demand for a particular item or an unavoidable delay at our suppliers.

Delivery charges

Our delivery charges are £3.50 for orders up to £35. FREE delivery on all orders over £35. Charges are for UK Standard delivery anywhere with the United Kingdom.

Returning an item

If you change your mind about an item, the initial postage and packing charge, and any further costs incurred in returning the item, is non-refundable. Please return the item together with your delivery note **within 30 days** of receipt and we will process the refund/exchange within 72 hours.

Damaged item

If your item is faulty, damaged or not as expected, write to lrobyn2000@gmail.com. State your order number, the product that is at fault, and photo of faulty item. We may be able to issue a refund/replacement without a return. If you do need to return the product in this instance, we will refund the postage charge.

Send online returns to:
45 Market Place
Whitehaven
Cumbria
CA28 7JB

Note that:

In order to have postage costs refunded, the parcel must be returned only by standard delivery. We advise you to keep the postage receipt until you receive your refund if applicable. Purchases can be returned or exchanged in store.

