

FAQ's

SHIPPING & DELIVERY

Goods will be shipped within 48 hours of receipt of payment, and will be received 3 - 5 days from the date the order was placed.

Costs of shipping;

Orders up to £10 in one shipment £1.50.

Orders between £10 and £25 small parcel charge of £4.50 per order.

All orders over £25 will be delivered within the UK free of charge.

We are currently only shipping to the UK.

EASY RETURNS and MONEY BACK GUARANTEE

We hope you'll love your goods, but if you are unhappy with the goods please contact us within 7 days of your purchase to discuss a refund. We need to receive the goods back within 14 days, in perfect condition and well packaged in their original packaging in order for us to arrange a refund or replacement for you. Unless the goods are found to be faulty you will be responsible for the shipping costs to return the goods to us.

TRACKING YOUR ORDER

All goods will be sent through royal mail, and an email will be sent to you with details of your tracking number.

PERSONAL/DELIVERY DETAILS

We cannot be held responsible for goods being shipped to an incorrect address due to errors in information provided by the customer. If goods are unable to be delivered and are subsequently returned to the courier or to a post office branch it is the customers responsibility to manage their collection from that depot themselves.

100% SECURE ORDERING

This website is hosted by Wix and they use a secure ordering platform for processing payments.

PRIVACY POLICY

We shall not share your details with any other organisations. For our full privacy policy please click on the link on our website. We will contact you by email with your order confirmation and tracking. We will also occasionally offer promotions but you can opt out of this if you wish to, simply email us.