

DELIVERY

Free carriage on all orders over £250 of goods value (UK mainland only, all next day. Prices quoted are per box. You will be advised of an estimated delivery cost on order.

	Over £250 goods value	Under £250 goods value
UK mainland next-day	FREE	£8.50 per box
International Courier	At cost	At cost
I.O.M and Scottish Isles*	£12.50 per box	£15.50 per box
Northern Ireland	FREE	£9.50 per box
Postal Deliveries	At cost with min charge £3.95	

* Parcels to Scottish Isles and Highlands may take 2+ days for delivery. Some delivery services to Scotland may not be available – please call for more information.

Due to the nature of our customised goods and the personalisation required, we will estimate delivery dates based on each individual order once your order has been reviewed. All orders aim to be completed as soon as possible, on a reasonable timeframe. If you require goods for a specific date please state this on order and we will try to work with you to deliver the goods on time.

RETURNS

Returns will only be accepted by prior arrangement. Please telephone, email or write to us within 7 days of receiving the goods if you wish to discuss any issues. As outlined in our Terms and Conditions, we cannot be held responsible for the following;

- Buyer change of mind
- Wrong size ordered (please see each item's individual size guides prior to order)
- Incorrect personalisation (where this is the fault of the Buyer)
- Damaged goods that have signs of wear or that have been washed
- Damage due to care instructions not being followed
- Any other issue which the management staff deem to be of the Buyer's liability

We are happy to exchange or refund in the following circumstances;

- Error by us relating to size, colour, quantity or product
- Personalisation error by us where the Buyer has sent the correct details
- Damaged goods where it is clear that these have not been worn, washed or intentionally damaged
- Other issues at the sole discretion of the management staff

Customer Service is a priority to us, so in the unlikely event that you are unsatisfied with your product, please let us know as soon as possible so that we can address the issue.