

UK MAINLAND DELIVERY PRICES

Delivery Type	Cost	Estimated Delivery Time
Standard Delivery	from £4	2-3 working days from day of despatch(Excludes weekends and Bank Holidays)
Express Delivery	from £10	1-2 working days from day of despatch(Excludes weekends and Bank Holidays)
Special Delivery	from £20	For any next working day delivery order before 4pm Monday to Thursday. For any weekend delivery order before 4pm Friday



CLICK AND COLLECT IN OUR STORE – SG193AH

This new service is available at the checkout at the point at which you choose a carrier service for your order. Under "Special Delivery Options" select "Click and Collect" then checkout as normal. When all of the items on your order are available a member of our team will pick them and then call you to confirm your order is now complete and available for collection.

Payment will be taken ahead of your arrival but your order will not be released until we are able to verify you are in possession of the same card from which the payment was taken and you must also present photo id with your name and

address matching the card so a driving licence or passport, for those customers using Paypal we will ask you to provide photo id with your name and address such as a driving licence or passport.

Please don't travel ahead of receiving the confirmation call from us and we will endeavour to make the process as quick and efficient as possible.

DELIVERY FAQS

Why can't I purchase liquids & pressurised goods?

Some liquids and pressurised goods cannot be shipped outside of the UK (unfortunately this includes ROI, Channel Islands and Northern Ireland although they can be shipped on non Express service) due to them being classed as hazardous when being transported via air freight. For more information please visit [Parcelforce Prohibitions & Restrictions](#)

I've paid for express delivery why has my order not arrived?

Once a selection has been made on the product page a stock message will have appeared in green under the 'Add to Basket' button indicating whether the product was in stock or not. The stock message is also shown beneath each product on the basket page. In stock products are available for immediate despatch however delivery times vary depending on type of products and service selected. For more information on the status of your order please contact our [customer service team](#).

When can I expect my goods/order?

We provide a tracking reference once an order is dispatched, however all of the items will be shipped together once the order is complete. If an item on your order has a lead time then it won't be dispatched until that item has arrived. To arrange part shipment of your order you would need to contact our [customer service team](#).

My tracking number does not work, why?

Tracking numbers rely on the delivery agents updating their systems so please allow up to one working day for the tracking number to be updated. If after this period the tracking number is still not working please contact our [customer service team](#).

NON domestic deliveries need to be agreed before despatch as we won't deliver to some countries due to previous issues and cost implications and security

customs charges will potentially apply to

EU Countries and other continents if we agree to deliver – needs prior agreement and authorisation

The price you see is the price you pay.

If your delivery address is outside of the UK, you may have to pay import duties and taxes, which are levied once the shipment reaches your country. All international shipments may be subject to cross-border inspections by customs authorities while customs policies vary widely from country to country. You must meet any additional charges for customs clearance and we recommend that you contact your local customs office for further information.