

FAQ's

What is your delivery policy?

In most cases the standard service on orders received prior to 2:00pm for delivery to addresses in Mainland UK is that the goods will be delivered within 1-3 working days (i.e. If you place your order before 2:00pm on Monday your goods should be delivered by Wednesday). Please be aware that this will be extended over bank holidays.

Please see our website page for more information on rates and international delivery.

Do you provide international delivery?

Yes - we currently deliver to the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, France, Germany, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Sweden, Switzerland - if your country is not on this list please contact us for a shipping quote.

How long will it take to receive my order?

Orders are normally dispatched within 1-2 working days of the order date. The majority of orders are received within 1-3 working days after the order is placed. Please allow up to 10 working days for delivery.

What is your returns policy?

We accept returns within 14 days if for any reason you are unhappy with the product as long as it is returned to us as it was sent. The product must be unopened and in original packaging. Please call or email us if you would like to return an item so we can arrange. The shipping costs for returns may not be covered by us.

Are any products ever out of stock?

In the unlikely event that an item is not in stock we will contact you within 72 hours of the receipt of your order. You will have the option of cancelling or continuing with the remainder of the order. If you would like to be emailed when a particular product comes back into stock please contact us with the product details.

What do I do if I have not received my order?

If you have not received your order after 5 working days since dispatch please email so we can track the shipment with the courier company.

Do you do bulk discounts?

Yes, depending on the quantities we can offer discount, please email us to discuss.

Are you VAT Registered?

Yes, our VAT registration number is: **285 9778 24**

Do I have to register to make an order?

No, registration is optional.

How do I change my password?

To change your password, simply login to your account, select Login Details under My Details and type in your new password as directed.

How do I know your website is secure?

Security is extremely important to us, our Website has security measures in place to protect the loss, misuse and alteration of the information under our control. Certain areas of our site use industry standard SSL to encrypt sensitive data, such as your billing address details. We record IP address of persons submitting orders to aid fraud prevention and will disclose any information necessary to fully co-operate with law enforcement authorities in investigating suspected lawbreakers. For your added security all payment pages are hosted and processed by Sage Pay which means that we don't hold records of your credit card details.