

We currently use ParcelForce as our couriers for delivery of every order.

When your order is dispatched, you will receive an email from ParcelForce (if you have provided us with a valid email address) which will include the consignment number and ParcelForce's contact details, to enable you to track your shipment online or by phoning ParcelForce.

On the day of delivery (advised to you in ParcelForce's email), there should be someone present at your premises to take delivery and sign for the parcel.

If there is no one present to sign for the parcel, the courier will leave a card and take the parcel to the local depot or the nearest Post Office. The card will explain how to contact the couriers to arrange a re-delivery or pick-up of your parcel. The parcel will stay with the couriers for a few days. They may attempt re-delivery in the next few days. If the parcel remains unclaimed after several days, it will be returned to us. If this happens, we will let you know and keep your parcel here until you instruct us to re-dispatch it. This will incur a re-delivery charge of £8.50, which has to be paid before we re-dispatch the parcel.

We will keep any parcels returned back to us by the couriers that have remained unclaimed (or where a re-delivery charge has not been paid) for one month, after which time we cannot guarantee availability for re-dispatch.