



## Delivery Information

### 1. How much does delivery cost?

Delivery is charged as shown on our website for one or more bottles. This cost includes packaging and Royal mail second class signed and tracked for OR Courier delivery.

### 2. Where do we deliver?

You can arrange to have your purchase delivered to any UK address but we are not able to deliver to PO Boxes or to BFPO addresses.

### 3. How long does delivery take?

We will deliver your order within three or four working days through Royal Mail although deliveries to the Scottish Islands, some other areas of Scotland, Northern Ireland can take longer. Deliveries are depended on the service from royal mail and our Courier partner.

Please note that deliveries are only arranged between Monday and Friday so if your order comes in after 14:00 on Friday or on a Saturday or Sunday, your order will not be despatched until Monday. We do not arrange delivery on weekends or public holidays.

### 4. Can I choose a delivery day?

You can specify a delivery day at the time of placing an order, which we will endeavour to deliver on. However, when your order is collected from our depot, you will receive an email and/or a text message (depending on your preference) from our office advising of the tracking number. Within the email there will be a link to the courier's website enabling you to track your parcel.

[www.royalmail.com/track-your-item#](http://www.royalmail.com/track-your-item#/)

### 5. Do I need to sign for my delivery?

We send all orders on a 48 hour "signature required" service. All orders must be signed by a person over the age of 18 years old.

### 6. What happens if I am not in when my delivery arrives?

If you are not in at the time of delivery a card will be left to advise you that they have attempted delivery and the goods will be returned to your local Royal Mail sorting office or Courier Company for either collection or a requested redelivery which can be made online ([www.royalmail.com/personal/receiving-mail/redelivery](http://www.royalmail.com/personal/receiving-mail/redelivery))

### 7. What do I do if my delivery is broken?

In the unlikely event that your order is damaged on arrival, please [contact us](#) immediately sending us photos and we will arrange a replacement or a refund.

### 8. What do I do if my delivery does not arrive when expected?

If your order has not arrived, please do not hesitate to [contact us](#)