

POSTAGE & COURIER RELATED QUESTIONS

Q. Why do we only accept single orders up to £500 for certain destinations and overseas orders?

A. This is for insurance purposes, couriers will only provide transit cover in these cases up to £500. We have found that in the vast majority of cases it is cheaper to send multiple deliveries. For items that cannot be split we will obtain a specific delivery quotation.

Q. Why do you send orders over certain weights and values by special delivery or courier?

A. 1st and 2nd class and Packet Post mail is uninsured and despatched at the customers risk and therefore can prove unpopular if it goes missing in transit. Special delivery insures the product up to £250 - £500 respectively dependant on the value of the goods and can be traced through the internet.

If a parcel weighs more than 2 kgs we will send via a courier as Royal Mail will not accept anything over 2 kgs as standard post.

Q. How are your postage rates calculated?

A. Carriage charges are automatically calculated by our freight matrix and is calculated on weight x value x destination. All charges are kept to a minimum and are non profit making. We use various couriers which will often give you a choice of delivery services.

The charges are specific to each individual order and are visible at the delivery stage of checkout before actual commitment of purchase of order.