

POSTAGE & COURIER RELATED QUESTIONS

It is easy to find your delivery charges, just add the items to your basket and the choices of delivery methods are automatically shown.

You can remove or add items to your basket (without having to purchase) and the delivery options automatically update.

- 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.
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- Q.** How can I track my order?
- A.** If you have selected a delivery service with a tracking capability, the tracking information appears at the bottom of your invoice which is emailed to you at point of despatch.
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- Q.** Why do hazardous items restrict delivery choice?
- A.** Only certain couriers are permitted to deliver hazardous items.