

# SHIPPING & DELIVERY POLICY

Last updated August 21, 2024

This Shipping & Delivery Policy is part of our Terms and Conditions ("Terms") and should be therefore read alongside our main Terms: <https://traditionalcoirmats.co.uk/terms-conditions/>.

Please carefully review our Shipping & Delivery Policy when purchasing our products. This policy will apply to any order you place with us.

## WHAT ARE MY SHIPPING & DELIVERY OPTIONS?

### In-Store Collection

In-store collection is available for all purchases. Collections are available Monday - Friday 7:30am - 4pm and Saturday 8am - 12 noon. We will email you once your order is ready for collection. If you would like to collect an order, contact us to organise the payment.

### Free Shipping

We offer free standard (up to 5 working days) shipping on orders over £100 to mainland UK postcodes or for Customers with promotional codes. Customers must select this option at checkout. Any discount codes cannot be applied retrospectively.

### Shipping Fees

We offer shipping at the following rates:

Please note the timeframe given below is not inclusive of our dispatch time. This is the time the delivery will take after dispatch. Our full dispatch times can be found on our [Delivery & Lead Times](#) page.

SHIPPING METHOD	SHIPPING FEE
<b>MAINLAND UK DELIVERY</b> UP TO 5 WORKING DAYS	£6.99
<b>SCOTTISH HIGHLANDS DELIVERY</b> UP TO 7 WORKING DAYS	£9.99
<b>SCOTTISH ISLANDS DELIVERY</b> UP TO 7 WORKING DAYS	£13.99
<b>UK ISLANDS DELIVERY</b> UP TO 7 WORKING DAYS	£13.99
<b>NORTHERN IRELAND DELIVERY</b> UP TO 7 WORKING DAYS	£9.99

All times and dates given for delivery of the products are given in good faith but are estimates only.

All purchasers are responsible for any duties and/or taxes levied at the point of entry into the destination country.

For EU and UK consumers: This does not affect your statutory rights. Unless specifically noted, estimated delivery times reflect the earliest available delivery, and deliveries will be made within 30 days after the day we accept your order. For more information, please refer to our Terms.

Once your order is packaged and booked in with the courier service, we will send you an email containing any relevant tracking information. Our website will automatically calculate the delivery cost to your location once you enter your delivery postcode. To view our full chart of delivery postcodes and the relevant costs please see the table on our Delivery & Lead Times page.

## DO YOU DELIVER INTERNATIONALLY?

We can offer worldwide shipping. Free shipping is not valid on international orders.

For a quote regarding international shipping please [contact us](#) with your delivery address, country and the size and type of doormat you are looking to purchase. This will enable us to obtain an accurate doormat weight and provide a delivery quote for you.

All purchasers are responsible for any duties and/or taxes levied at the point of entry into the destination country.

For information about customs process:

- Email [contact@traditionalcoirmats.co.uk](mailto:contact@traditionalcoirmats.co.uk)

Please note, we may be subject to various rules and restrictions in relation to some international deliveries and you may be subject to additional taxes and duties over which we have no control. If such cases apply, you are responsible for complying with the laws applicable to the country where you live and will be responsible for any such additional costs or taxes.

## WHAT HAPPENS IF MY ORDER IS DELAYED?

If delivery is delayed for any reason, we will let you know as soon as possible and will advise you of a revised estimated date for delivery.

For EU and UK consumers: This does not affect your statutory rights. For more information, please refer to our Terms.

## QUESTIONS ABOUT RETURNS?

If you have questions about returns, please review our Return Policy: [https://traditionalcoirmats.co.uk/refund\\_returns/](https://traditionalcoirmats.co.uk/refund_returns/).

## HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have any further questions or comments, you may contact us by:

- Email: [contact@traditionalcoirmats.co.uk](mailto:contact@traditionalcoirmats.co.uk)
- Online contact form: <https://traditionalcoirmats.co.uk/contact/>