

## **PRODUCTION TIMES**

The majority of our personalised gifts are manufactured within 24/36 hours. We start manufacturing on the first working day following receipt of your order so please bear this in mind that you order over the weekend, we will start manufacturing first thing on a Monday morning, although in busy periods especially leading up to Christmas we can start production on the Saturday & Sunday.

## **DELIVERY OPTIONS**

The majority of our items are free delivery and are sent via Royal Mail 48. This is not a fully tracked service but we get details on whether the item has been attempted and we get the information once it has been delivered.

We do have the option for each item to upgrade to Royal Mail 24 or Special delivery before 1pm. Please bear in mind that if you choose to pay a little extra to upgrade the delivery, the product still needs to be manufactured so you need to also allow for the products manufacturing time. The upgraded delivery service is just a way of receiving your product a little quicker once it has been made and is ready for despatch.

Unfortunately it is not very often, but sometimes due to unforeseen circumstances we cannot guarantee delivery times or accept any liability for late delivery. We do not accept any liability for out of pocket expenses or other costs incurred due to failed or delayed deliveries. This includes any act of God, war, strike, lockout or other industrial dispute, fire, flood, drought, legislation or any other cause beyond our control.