



TWENTYWELL PRESS

Delivery Policy

This Delivery Policy should be read in conjunction with the **Twentywell Press Terms and Conditions of Sale**, which provide more detailed information on deliveries as well as other important information about our order process. Please review both documents very carefully before placing an order with us.

- i. **Domestic Shipping:** Twentywell Press is pleased to offer **free shipping** to all addresses located in mainland United Kingdom. Your package will be sent by Royal Mail First Class Post and will usually be **despatched within 2 to 3 working days**. We cannot guarantee transit times.
- ii. **International Shipping:** All other shipping is priced by the **weight of your package** which will be calculated at checkout. Your package will be sent by Royal Mail International Post and will usually be **despatched within 2 to 3 working days**. We cannot guarantee transit times. Please allow plenty of time for international delivery, to account for any delays that may be caused by applicable national and/or regional postal systems.
- iii. **Availability of Goods:** If a product is not in stock at the time your order is placed, we cannot guarantee a despatch time for that product. We will despatch the product as soon as reasonably possible. If there is a stock shortage or other genuine and fair reason meaning we can only deliver part of your order, we may deliver your order in instalments at no extra cost to you.
- iv. **Cost of Returns:** Please note that although we offer free shipping on despatch to mainland United Kingdom, we do not cover the postage costs of returns. Please ensure those costs are paid when returning products to us. If you have further questions about returns, please review the **Twentywell Press Order Cancellation and Returns Form** and the **Twentywell Press Terms and Conditions of Sale**.
- v. **Failed Deliveries:** Twentywell Press uses third parties to deliver goods. Therefore if you miss your delivery, you may have to arrange a redelivery with the relevant third party and you may incur extra charges. We will update you when your product has been despatched so that you can try to arrange being available for your delivery.