

Delivery info

What are the delivery options?

- **Standard Delivery**

No matter what size of the order you have, our standard delivery is free of charge for all countries. The shipping time may differ depending on the country of destination.

For EU countries, your order should be with you up in 9 working days (except Weekends and Public Holidays).

For non-EU countries, your order should be with you up in 22 working days (except Weekends and Public Holidays).

- **Express Delivery**

If you select our Express Delivery option, and your order is placed and accepted on Monday-Friday - we aim to have your order delivered to your door within up to 5 days depending on the country of destination (except Weekends and Public Holidays).

Express delivery price - 75GBP / 370PLN

Are customs charges and import duties included?

If you order goods from our site for delivery outside Poland, they may be subject to import duties and taxes which will be levied when the order reaches the delivery address. You will be responsible for payment of any such import duties and taxes. We have no control over these charges and cannot predict their amount. For further information please contact your local customs office before placing your order. If you order goods from our site for delivery outside the UK, they may be subject to import duties and taxes which will be levied when the order reaches the delivery address. You will be responsible for payment of any such import duties and taxes. We have no control over these charges and cannot predict their amount. For further information please contact your local customs office before placing your order.

Will I get confirmation of my order?

Once you have placed your order you will be presented with an order confirmation screen detailing what you have bought, how much it cost and delivery options. At this time you will also be sent a confirmation by email with the details for your records. This email does not however indicate that your order has been or begun to be processed or a confirmation of contract of purchase.

Once we have processed your order, you will receive another email from us detailing what you have purchased and confirming that your order has been processed. We will also inform you about your tracking reference number.

I've not received my parcel yet the status is delivered?

If our courier was unable to reach you when they tried to deliver your goods, they may have delivered the parcel to one of your neighbours. You should have received a card from the courier explaining this. If having tried your neighbours your parcel is still missing, please contact us and we will investigate further.

Why has my order not been delivered and returned to you?

The most common reason for this is because the courier attempted delivery and was unable to obtain a signature for delivery. You can check the reason by checking the tracking number that was e-mailed to you or by contacting courier company.