

Shipping policy

Thank you for shopping at Covercare Ltd. Here are the terms and conditions of our shipping policy. Please read carefully before making a purchase so you know what to expect.

Processing and shipping times

TIP: It's important to let customers know that order processing times are separate from the shipping times they see at checkout. Also include any related information, like potential delays due to a high volume of orders or delivery problems outside of your control.

We process all orders within 6-8 weeks after the order is placed this is subject to change depending on volume of orders. Standard shipping typically takes between 1 to 2 business days for destinations within the UK. Additionally, nationwide and global shipping delays (such as those caused by COVID-19, holiday shipping volumes, or extreme weather) may impact your estimated delivery date. In the case of any significant shipping delays, we'll contact you using the phone number or email you provided at checkout.

Domestic shipping costs and estimates

£22.20 inc VAT

Store pickup

Take advantage of no shipping fees with free local pickup at Covercare Ltd, Thornham Marina, Thornham Lane, Emsworth, PO10 8DD.

When you place an order and select local pickup at checkout, we will prepare your order and liaise with you when your order is complete and ready for collection / shipping.

International shipping costs and estimates

Currently, we do not offer international shipping. Please get in touch for a bespoke quote to ship your order.

How do I check the status of my order?

Please call us on 01243372759 or email us at covercare@aol.com

Once your order has shipped, you'll receive an email notification from us. It will include a tracking number you can use to check on your order. Please note, it can take up to 48 hours for the tracking information to appear.

If you haven't received your order within 5 days of getting your shipping confirmation email, please contact us at covercare@aol.com with your name and order number, and we'll look into it for you.

Returns and refunds

Please read our Terms & Conditions for advice on returns & refunds.

For any return or exchange inquiries, please email us ASAP at covercare@aol.com. We address these on a case-by-case basis, and we'll try our best to make sure you're completely satisfied.

To learn more about how we handle returns and refunds, please visit our Terms & Conditions on our website.

If you have any further questions, please don't hesitate to contact us at covercare@aol.com.