

DELIVERY & RETURNS

POSTAGE DELIVERY

The price for delivery will be as selected through our website. Our standard delivery provider is Royal Mail and their standard charge is £7.95 for a 3 bottles pack. Our standard delivery is 2 days after dispatch, as we use a 48-hour delivery service.

UK deliveries will be dispatched within 24 hours if ordered Monday – Thursday before 2pm. Any orders placed after 2pm on Thursday will be dispatched on the following Monday.

We do not do deliveries outside the UK.

At busy times, delivery may take longer due to circumstances beyond our control.

All orders will be dispatched to these conditions however we will not be liable for any loss caused by late delivery.

RETURNS

Simple returns

You have 14 days from receiving your order to return it to us for a full refund. All we ask is that the bottles be unopened and in their original packaging.

Unless the item is faulty, you are responsible for the return postage costs.

Damaged in Transit?

We pack everything as securely as possible, but accidents can happen. If your parcel arrives damaged, please:

1. Take a photo of the damage.
2. Contact us immediately on info@towthorpe.com
3. We will sort a replacement or refund for you straight away.