

DELIVERY POLICY

The Charles Dickens Museum Limited acting as the sole trustee of The Dickens House and the Dickens House Fund.

This Policy was reviewed on 4th January 2022.

Charles Dickens Museum

Delivery

We aim to process and pack orders within 1 working day. Charges are calculated depending on weight, size and destination at the checkout.

Estimated DHL Express (track & sign service) cost and delivery times:

UK - from £18, 2-5 working days

Rest of the world - from £30, 3-7 working days

Estimated UK Royal Mail (2nd class) cost and delivery times - from £3.95, 5-10 working days

Estimated non-UK Royal Mail International Standard:

Europe: from £5.80, 3-6 working days

Rest of the World: from £9, 5-12 working days

Delivery time will vary depending on the country's postal service and customs, which may hold parcels for a length of time before releasing them for delivery. The Museum has no influence or control over the length of time a parcel is held by customs.

Any additional import duties must be covered by the customer.

Local Pickup

This is a free next day service. Orders will be available for collection from our Museum Shop from Tuesday to Sunday 11am – 4pm.

Orders placed before 5pm will be ready for collection from 11am next day. Orders placed after 5pm will be ready after 2pm next day.

When collecting your purchase, please bring your valid photo ID with a copy of your order, either as a hard copy, or displayed on your phone or tablet.

If you are unable to collect your goods within 30 days of purchase, we will return the product to inventory and refund the order.