

## **THIS IS WHAT YOU NEED TO KNOW ABOUT THE DELIVERY OF YOUR ORDER**

- We will always acknowledge your order by e-mail as soon as it is received.
- Your payment is only processed once your order is accepted.
- You will be notified when your order is processed.
- We use only UPS for shipping.
- We have negotiated great rates for shipping around the world.
- Orders are usually despatched within 7 days of receipt, but we will advise if there is any delay.
- You will receive notification of your [tracking number](#) by e-mail and/or SMS.
- Goods are usually delivered within 2 business days of shipping, but may take up to 4 business days.
- UPS will contact you directly to arrange delivery if you are not at home when delivery is made.
- We take customer services and the customer experience very seriously, and should any problem arise, please do not hesitate to contact us via e-mail, phone or via the [contact us](#) page on this site.