

Shipping policy

FREE UK DELIVERY FOR ALL ORDERS.

EUROPEAN DELIVERY £30 FOR ALL ORDERS

REST OF WORLD DELIVERY £40 FOR ALL ORDERS

Orders may need a signature on delivery so please provide an address where you are likely to be in where possible.

Post Zone for Delivery	Cost	Target delivery times
UK Orders	FREE	Up to 2-5 Days*
Rest of Europe	£30	Up to 3-7 Days*
Rest of World	£40	Up to 7-14 Days*

Delivery

We offer a fast and efficient delivery service to the UK and worldwide. Find out about all the delivery options available to you when placing orders on our website.

When will my order be dispatched?

All UK orders placed before 1pm are normally delivered into the UK Royal Mail system the next working day, however we ask that you allow 7 to 10 working days for the product to be delivered to your door in case of any delays that may occur within Royal Mail.

All other orders placed before 1pm are normally delivered into the mail system for the appropriate country; Europe please allow up to 3-5 days for delivery and for the rest of the world up to 5-7 days.

Whilst we do our utmost to ensure your order is dispatched and delivered as promptly as possible, on rare occasions, orders can take longer than the suggested time frame. Where possible, should we be unable to dispatch an item within the designated time frame, we shall contact the buyer via email used to place the order. Once an item has been dispatched, as advised by the designated courier, in rare cases, items sent can take up to 15 working days to be delivered.

Our Refund Policy

You may cancel your order at any time and for any reason within 7 working days of delivery of the Products ordered ('working' days do not include Saturdays, Sundays and public holidays). If you wish to cancel your order you must notify us of your wish to cancel in writing and you must return the Product(s) to us (at your expense) in their original wrapping, intact and accompanied by all accessories and documentation which were part of the delivery. We will refund any monies paid to us in respect of a cancelled order within 30 days of receiving your notice of cancellation.

Notices

Where these Terms and Conditions require you to notify us of certain things in writing, notices should be sent to us by post to our address below (see the Contact Us section below) or by e-mail at SALES@IRENEROYALJELLY.COM. If we need to notify you of anything, we will do so by e-mail or post to the e-mail or postal address you provide during the order process. Notices will be deemed received 24 hours after the e-mail is sent or three days after the date of posting.

Cancellation or Damage

If you receive a Product which is faulty or damaged please notify us immediately by one of the methods specified in the Contact Us section below and return the relevant Product to us together with a brief explanation of the fault or damage. Upon receipt of the Product, we will examine it to see if it is faulty or damaged. We may, as we think appropriate, either credit you with an appropriate sum in respect of the Product or we shall (subject to availability) send you a replacement Product. This does not affect your statutory rights.

Contact Us:

email: sales@ireneroyaljelly.com

www.ireneroyaljelly.com