

## Delivery, Payment and Shipping

### DELIVERY RATES

We offer delivery rates depending on your location and value of your order. **Delivery is FREE or all UK orders over £100.**

### DELIVERY DESTINATIONS

Hickston are pleased to offer delivery to the following worldwide destinations. These include all EU countries which have zonal shipping rates as shown in the Shipping Information Chart.

If you wish to order one of our products and your country is not listed below, then please contact us by email for a quotation: [info@hickston.com](mailto:info@hickston.com)

### Shipping Information Chart

| Destination Zone       | Country   | Standard Delivery Rate | Estimated Delivery Time in Days* |
|------------------------|---|------------------------|----------------------------------|
| UK                     | UK, Eire, Northern Island, Channel Islands, Highlands & Islands                         | £4.95                  | 2-3                              |
| Europe 1 (EU)          | <i>Belgium, France, Germany, Ireland, Luxembourg, Netherlands</i>                       | £7.95                  | 3-4                              |
| Europe 2 (EU)          | Austria, Denmark, Finland, Italy, Portugal, Spain, Sweden                               | £11.95                 | 3-4                              |
| Europe 3 (EU)          | Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Latvia, Poland, Slovakia, Slovenia | £19.95                 | 3-4                              |
| Europe 4 (EU)          | Lithuania, Romania, Cyprus, Greece  | £29.95                 | 3-4                              |
| Europe 5 (EU)          | Malta   | £34.95                 | 3-4                              |
| USA & Canada           | USA & Canada  | £18.95                 | 2-3                              |
| Non-EU & Rest of World | Australia, China, Iceland, Japan, Norway, Switzerland                                   | £27.95                 | 4-5                              |

\*Working days are classed as Monday to Friday, excluding UK Bank Holidays.

### IMPORTANT SHIPPING INFORMATION

We use Royal Mail for small parcels and courier services provided by UK Mail, Parcel Force Worldwide.

Please allow extra time for delivery to remote areas of the United Kingdom and the EU. These areas include the Channel Islands, Isle of Man, Northern Ireland, Scilly Islands and Scottish Highlands and Islands. Please be aware that the courier will require a signature for your order on delivery. In the event that you are unavailable when the delivery is made, a card will be left giving you the opportunity to contact the courier and re-arrange delivery at a convenient time. **Re-delivery will come with a £5.00 administration & postage fee** so please make sure you are available to receive the order in the first place.

Please check with us if you delivery is not received 4 working day's after you have ordered & we will do our best to chase it up for you.

**Please also be aware that from time to time delivery may be delayed by parties in between us sending your items and you receiving them. We have no control over this, so please check if postal strikes, national emergencies etc etc are disrupting postal services as we cannot be held responsible for any inconvenience caused by external factors.**

*\*Please note we are currently unable to offer delivery to the following addresses: PO Box's, delivery to hotel addresses or British Forces Post Offices.*

Please note we currently do not offer a Next Day Delivery service.

**If your country not listed?**

Please email us for current delivery charges to EU countries. Email: [info@hickston.com](mailto:info@hickston.com)

## **PAYMENTS**

We accept all major debit cards, credit cards and PayPal. We do not currently accept Solo, Electron and Diners Club cards.

Please note that all our orders are billed in Pounds Sterling, and although we may offer an indicative local currency conversion, we do this only for guidance. We do not accept any liability for any currency fluctuations, and please bear in mind that the actual conversion rate used by the card issuer maybe different to the indicative rate provided by us.

For more information on purchasing please see our Terms and Conditions or if you require further assistance in making a purchase please contact us at:

## **TAXES & DUTIES**

All shipments from HICKSTON LTD online shop are Delivered Duties Unpaid (DDU). This means if you order from our site for delivery outside the EU (including for example; USA, Canada, Australia, Switzerland or Norway), your order may be subject to import duties and taxes that are applied when your delivery reaches the destination. Please note that we have no control over these charges and we cannot predict their amount.

**You will be responsible for payment of any such import duties, taxes and admin fees incurred, therefore we recommend that you contact your local customs office for further information before placing your order.**

All orders within the EU include 20% VAT.

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