

Delivery & Returns Information

All orders placed before 1pm Monday to Friday will be dispatched on the same day. Orders placed after 1pm will be dispatched the next working day. This does not apply to UK bank holidays or when we are closed.

Postage Costs

Free UK postage on all items.

Zone 1 (see below for locations): Postage costs vary depending on the item. The postage costs for smaller items are displayed in each listing. Please contact us directly for a postage cost for larger items.

Rest of the World: Please contact us directly for postage costs.

Delivery Times

	Small Items	Large or Heavy Items
UK	Via Royal Mail within 2-7 working days.	Via our couriers, APC and TNT, within 48 hours – 3 working days.
Zone 1: <i>Austria, Belgium, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Netherlands, Norway, Poland, Romania, Spain & Sweden.</i>	Via Royal Mail International Tracked & Signed within 3-10 working days.	Please contact us directly for a price and delivery times.
Rest of the World	Please contact us directly for a price and delivery times.	Please contact us directly for a price and delivery times.

*All delivery times are quoted from the day after dispatch.

Returns

To return goods please request a return, within 14 working days of receiving the goods, by following the steps below.

Email angela@royperfect.com with:

- 1.) Your name, address, telephone number and email address
- 2.) Order number
- 3.) Item/s to return (including product code, product description and price)
- 4.) Reason/s for return

We will then respond with instructions on how to return the item to us. Please note you are liable for the shipping costs when returning the items (excluding faulty of substitute goods). Please visit our terms and conditions for our full returns policy.

Out of Stock Items

We display out of stock notifications on our websites which are updated regularly. Occasionally a product may run out between updates. We will notify you as soon as possible, via email, that an ordered product is out of stock and refund you. *Please visit our terms and conditions for more information.*

Contact Us

Telephone: 01768885785 (Monday to Friday 8.30am - 5pm)

Email: angela@royperfect.com *For order enquires, delivery information, and returns.*

stores@royperfect.com *For parts advice*

Please visit our terms and conditions to view our delivery and returns policy in more detail.