

# DELIVERY AND SHIPPING POLICY

Effective Date: October 8, 2025 | Last Updated: March 2026

## 1. Shipping Locations

We ship our products to addresses within the United Kingdom (all regions) and to international destinations worldwide. If your country is not available at checkout, please contact us at [contact@sickboy.co.uk](mailto:contact@sickboy.co.uk) and we will do our best to accommodate your request.

## 2. Shipping Costs

Shipping costs are calculated based on destination country and region, weight and dimensions of your order, and shipping method selected. All costs will be displayed at checkout before you complete your purchase. UK shipping rates typically range from £3.00 to £10.00 depending on the size and weight of your order. International costs vary by destination and are calculated automatically at checkout.

## 3. Processing Time

Orders are typically processed and dispatched within 2 to 5 business days after payment is confirmed. Processing times may be longer during peak periods, for custom or made-to-order items, or during high order volumes. Business days are Monday to Friday, excluding UK public holidays.

## 4. Delivery Times

### 4.1 UK Delivery

Standard UK delivery: estimated 3 to 5 business days after dispatch via Royal Mail or similar. Express delivery (where available): 1 to 2 business days after dispatch at an additional fee.

### 4.2 International Delivery

- Europe: estimated 5 to 10 business days after dispatch
- North America: estimated 7 to 14 business days after dispatch
- Rest of World: estimated 10 to 21 business days after dispatch

All delivery times are estimates only and are not guaranteed. We are not responsible for delays caused by shipping carriers or customs authorities.

## 5. Tracking Your Order

Where available, we will provide tracking information via email once your order has been dispatched. Not all shipping services include tracking, and tracking may not be available for all international destinations. Tracking information can take 24 to 48 hours to become active after dispatch. If your tracking has not updated for several days, contact us at [contact@sickboy.co.uk](mailto:contact@sickboy.co.uk).

## 6. International Orders

**IMPORTANT:** International customers are responsible for all customs duties, import taxes, and fees charged by their destination country. These charges are not included in the product price or shipping cost, are determined by your country's customs authorities, and you are responsible for paying them to receive your package. We have no control over these charges and cannot predict their amount.

If you refuse to pay customs charges or abandon your package, the package may be returned to us or destroyed. We are not responsible for refunding the order and original shipping costs will not be refunded.

## 7. Delivery Address

You are responsible for providing an accurate and complete delivery address. If your package is returned to us due to an incorrect or incomplete address, you will be responsible for additional shipping costs to re-send the order. Once an order has been dispatched, we cannot change the delivery address.

## **8. Failed Delivery and Uncollected Packages**

If the courier attempts delivery and you are not available, a delivery card will usually be left with instructions. If you fail to collect a package and it is returned to us, we will notify you upon receipt. You may request re-shipment at an additional charge. If you do not respond within 30 days, we reserve the right to cancel the order and issue a refund minus shipping costs.

## **9. Lost or Stolen Packages**

Risk of loss and ownership of products passes to you upon delivery to the shipping carrier. If tracking shows your package as delivered but you have not received it, please check with neighbours, household members, or building reception, and contact the courier directly. If your package appears to be lost in transit, contact us at [contact@sickboy.co.uk](mailto:contact@sickboy.co.uk) with your order number and we will open an investigation with the courier. Investigations can take 10 to 14 business days.

## **10. Damaged Packages**

If your package arrives visibly damaged, take photographs of the packaging and contents immediately and contact us within 7 days of delivery at [contact@sickboy.co.uk](mailto:contact@sickboy.co.uk). Please see our Returns and Refunds Policy for full details.

## **11. Force Majeure**

We are not liable for delays or failure to deliver due to events beyond our reasonable control, including natural disasters, strikes, pandemic or epidemic, war or civil unrest, government actions, severe weather, or courier service failures.

## **12. Contact Us**

Email: [contact@sickboy.co.uk](mailto:contact@sickboy.co.uk) | Address: Sickboy, Bristol, BS3, United Kingdom