

## Shipping Policy

### Processing and Handling

We do our best to process most orders within 1-2 days, but all orders are processed within 1 to 5 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

Currently we do not sell or export items outside of the United Kingdom.

### Free Shipping

For U.K. postcodes within our immediate vicinity, we provide the option of complimentary delivery. Our delivery team will personally transport your items to your location at our own expense.

For all mainland destinations in the United Kingdom, we provide complimentary shipping at checkout if the total value of your order exceeds £20.

### Shipping Rates and Estimates

We offer shipping via Royal Mail and update the prices automatically at regular intervals.

Royal Mail postage rates can also be on their website at <https://www.royalmail.com/current-postage-prices>.

All of our postage options are estimated based on the size on weight of your selected items and quantities.

Postage rates may also vary depending on your location so they are not calculated until you enter an address.

### Order Tracking

The status of orders can be tracked from your account if you have signed up for one.

We will send out confirmation once your order has been shipped.

The time required to deliver your package will depending on the shipping options selected at checkout.

If you have not received you order within 7 days of receiving your shipping

confirmation please contact us at [support@crafts.bfam.co.uk](mailto:support@crafts.bfam.co.uk) with your name and order number and we will look into it.

## **Refunds, Returns and Exchanges**

All details for returns, refunds and exchanges are laid out in our [Refund & Returns Policy](#)

## **Further Information**

If you require any further information or have any questions or queries please contact us via email: [support@crafts.bfam.co.uk](mailto:support@crafts.bfam.co.uk) or via our [contact us](#) page.