



## Calm Care Products Limited Shipping Policy

14/07/2020

**During the current Covid-19 Pandemic, delivery delays can occasionally occur.**

Thank you for visiting and shopping at Calm Care Products Limited (<https://www.calmcareproducts.co.uk>). Following are the terms and conditions that constitute our Shipping Policy.

### Domestic Shipping Policy

#### Shipment processing time

All orders are processed within 3-5 business working days. Orders are not shipped or delivered on weekends or bank or public holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

#### Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Estimated delivery time	Shipment cost
Royal Mail 2 <sup>nd</sup> Class	3-5 business days	£2.50

#### Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped.

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#### Calm Care Products Limited

Registered Office: 168 Acre Lane, Brixton, London SW2 5UL  
W: <https://calmcareproducts.co.uk> | Telephone: +44(0)20 8189 8440  
Registered in England and Wales. Company Number: 12432064  
Managing Director: Steven McQueen



## **Customs, Duties and Taxes**

Calm Care Products Limited (<https://www.calmcareproducts.co.uk>) are not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

## **Damages**

Calm Care Products Limited (<https://www.calmcareproducts.co.uk>) is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

## **International Shipping Policy**

We currently do not ship outside the United Kingdom.

## **Returns Policy**

Our [Return & Refund Policy](#) provides detailed information about options and procedures for returning your order.

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