

Delivery Information

We can deliver to your home address or to an alternative address. Please specify when placing your order.

Standard Delivery

We aim to deliver your goods to mainland UK addresses within 7 working days of receipt of your order (subject to availability). Deliveries outside the UK may take up to 14 days.

Three Day delivery

Please allow three **full** working days for delivery of your order, available only to mainland UK addresses. Please note that due to courier restrictions we cannot provide this service to certain postcodes in the following areas:

Aberdeen
Dundee
Falkirk and Stirling
Perth
Galashiels
Outer Hebrides
Inverness
Kilmarnock
Kirkwall
Paisley
Lerwick
Truro

Payment will be taken at the time of order and you will be notified once your order has been dispatched. Many of our products are made by artisan craftsmen using long manufacturing processes, therefore if for any reason it is not possible to fulfil your order within this time-frame you will be informed immediately.

Please note we cannot deliver alcohol outside the United Kingdom. All food items are restricted to delivery addresses within the European Union.

Deliveries will usually be made Monday to Friday between 9am and 5pm. Parcels must be signed for; if no one is available to do this a card should be left at the delivery address confirming that they have tried to deliver. Please follow the instructions on this card to rearrange delivery or collect your products.

Any times quoted for delivery are approximate only and A.G. Carrick Ltd shall not be liable for any delay in delivery of the goods howsoever caused. Risk of damage to or loss of the goods shall pass to you at the time of delivery. Where an alternative delivery point is used, according to instructions supplied by you at the time of ordering, ownership of the goods shall pass to you once the goods have been delivered, even if the goods have not been received by you in person.

Our delivery charges are based on a maximum weight of 30 Kilos and the rates shown in the chart below are for all deliveries to one postal address up, to 30 Kilos. A further 30 Kilo rate is applied to every 30 Kilos thereafter. Delivery charges are payable by you in addition to the purchase price.

Zone	Countries	Rate	Weight
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1	Standard delivery: England, Wales, Parts of Scotland, excluding Highlands & Islands	£4.95	Up to 30 Kilos
	Three Day delivery: England, Wales, Parts of Scotland, excluding Highlands & Islands.	£7.95	Up to 30 Kilos
2	Highlands & Islands	£14.65	Up to 30 Kilos
3	N. Ireland, IOM, Scillies	£19.50	Up to 30 Kilos
4	Channel Islands	£11.70	Up to 30 Kilos
5	Republic of Ireland	£15.60	Up to 30 Kilos
6	Belgium, Luxembourg, Netherlands	£12.70	Up to 30 Kilos
7	Corsica, Denmark, France, Monaco, Germany	£15.60	Up to 30 Kilos
8	Azores, Balearic Isles, Madeira, Greece, Portugal, Sardinia, Sicily, Italy, Spain	£27.35	Up to 30 Kilos
9	Andorra, Austria, Czech Republic, Finland, Gibraltar, Hungary, Liechtenstein, Malta, Norway, Poland, San Marino, Slovakia, Slovenia, Sweden, Switzerland, turkey, Vatican City State	£39.00	Up to 30 Kilos

We accept orders for delivery to any global destinations. If the rate is not shown in the table above the postage rates are calculated at cost, per 0.5 Kilo, and will be shown when your delivery address has been completed. If you would like to know the cost of the postage prior to placing an order please e-mail with the details of the items that you would like to purchase:

E mail: admin@highgroveshop.com

To check on the availability of stock, or if you would like to check the status of an order already placed, please contact us at admin@highgroveshop.com. We will respond to you as soon as is reasonably possible.

Packaging Policy

In order to minimise our impact on the environment and maximise the income to the Prince's Charities Foundation we aim to keep our packaging to a minimum. We are unable to offer a gift wrapping service but do wrap items appropriately to ensure your order arrives safely.