

# DELIVERY

## ORDER PROCESSING TIMES

Orders will be dispatched immediately if in stock.

As all custom orders are handmade locally in Wales, custom orders take around 4 weeks to make if there is not a waiting list. Please contact [info@marygwen.com](mailto:info@marygwen.com) or call 07763 815 987 for more information on current waiting times.

## SHIPPING

Orders are dispatched Monday- Friday, excluding public holidays. Items are delivered using a fully insured Royal Mail Special Delivery service.

United Kingdom - £15.00

Europe + World - £25.00 Tracked and Insured

When placing your order please ensure that the billing and shipping address details are correct, as it is not possible to redirect. A signature will be required upon delivery of your order. Please be aware that Royal Mail's Special Delivery service is not a named delivery service and anyone at the designated delivery address may sign for your delivery. Mary Gwen Limited is not be liable for a lost or missing order that has been signed for within a building, for example an office address that has been provided for delivery. If you have specified a recipient who is not you for delivery purposes (for example as a gift) then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfillment by **Mary Gwen Limited**.

When your order is shipped, we will send you a confirmation email.

Delivery times are estimates and start from the date of dispatched and are dependent upon the services available in the delivery destination. Mary Gwen cannot be responsible for delays as a result of remote delivery locations, customs clearance processes or adverse weather conditions. If you have any questions regarding shipping in the United Kingdom, Europe and internationally, please don't hesitate to get in touch:  
[info@marygwen.com](mailto:info@marygwen.com)

## SPECIAL COMMISSION POSTAGE

Special commissions may incur additional postage and fitting costs – which will be advised beforehand.