

# **SHKN SHIPPING POLICY**

## **1. PROCESSING TIME**

All orders are processed within 1 to 2 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

Note, due to the COVID pandemic; shipping periods may have a short delay.

## **2. DOMESTIC SHIPPING TIMES**

**For calculated shipping rates:** Shipping charges for your order will be calculated and displayed at checkout.

<b>Shipping option</b>	<b>Estimated delivery time</b>	<b>Price</b>
Fast Delivery under 2kg	2 to 3 business days	£2.99
Fast Delivery over 2kg	2 to 3 business days	£4.99
Delivery over 10kg	2 to 3 business days	£9.99
Delivery over 20kg	2 to 3 business days	£14.99

### **Local delivery**

Local delivery is available for orders within West Cumbria for £2.50. You could alternatively collect for free from one of our pickup points detailed at checkout.

Local deliveries are made from 9 am to 8 pm on selected days. We will contact you via text message with the phone number you provided at checkout to notify you on the day of our arrival.

### **In-store pickup**

You can skip the shipping fees with free local pickup after placing your order and selecting local pickup at checkout; your order will be prepared and ready for pick up within 1 to 7 business days. We will send you an email when your order is ready, along with instructions.

### **How do I check the status of my order?**

When your order has shipped, you will receive an email notification from us, which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 3 days of receiving your shipping confirmation email, please contact us at [info@shkn.co.uk](mailto:info@shkn.co.uk) with your name and order number, and we will look into it for you.

### **Refunds, returns, and exchanges**

To explore our returns policy, please use the link on the bottom of our web page at [www.SHKN.co.uk](http://www.SHKN.co.uk)