



## Deliveries and Returns

### Standard delivery

**UK Delivery:** Head 2 Heart Books uses Royal Mail for UK deliveries. Orders of up to three books (1kg) will be prepared and despatched as standard, second-class delivery, £3, within two working days (Monday to Friday excluding bank holidays). This means you will receive your order within two to five working days from the date it was despatched. This may not always be possible depending on the volume of orders on our system, so if your order has not been despatched within three working days, please contact us directly. Orders despatched on a Royal Mail Service are not tracked and can take up to 5 working days to be delivered.

Larger volumes of orders (over 1kg) will be subject to additional postal charges. This will need to be settled before the item(s) can be posted or shipped.

**EU and International Deliveries:** Head 2 Heart Books uses Royal Mail for EU and international deliveries. Where goods are in stock we will obtain a quote for you and be in touch by email with the quote amount. This will need to be settled before the item(s) can be posted or shipped.

Large volume orders may be subject to additional shipping charges. This will be discussed by email with you prior to your order being dispatched.

We will do all we can to ensure these times are met for UK, EU and international deliveries, but we cannot be held responsible for despatched parcels delayed by third parties, for example due to poor weather conditions. If you do not receive your order within 7 working days from the date of despatch, please email us at [info@head2heartbooks.com](mailto:info@head2heartbooks.com). We will replace lost or damaged orders free of charge.

### Returns

Thank you for purchasing from Head 2 Heart Books. If you are not entirely satisfied with your purchase we would love to hear from you and help where we can.

If any book or non-book item is not to your satisfaction, provided the item(s) is returned unused in its original condition within 7 days of receiving your item(s), Head 2 Heart Books will give you an exchange. When returning your item(s) we request you have the receipt or proof of purchase and proof of the postage. Please note that we will not pay for the cost of return postage unless the goods are incorrect, faulty or damaged. Head 2 Heart Books cannot accept responsibility for items that fail to reach us.