

Shipping, Delivery & Returns

UK Mainland Delivery

All UK mainland orders are sent using a **tracked delivery service** as standard.

Our standard delivery service is usually **Royal Mail Tracked 48**. Occasionally, your order may be sent using another tracked courier service, such as **DPD or Evri**, depending on the size of the order and the delivery service available.

Once your order has been dispatched, you will receive tracking information where available.

Processing times

Please allow **1–3 working days for your order to be processed and packed** before it is dispatched.

Once dispatched, Royal Mail Tracked 48 deliveries usually arrive within **2–4 working days**.

Please note that these delivery times are estimates and are not guaranteed. Delays can occasionally occur due to postal or courier services, particularly during busy periods.

Royal Mail Tracked 24 upgrade

If you need your order a little sooner, you can select **Royal Mail Tracked 24** at checkout.

Once your order has been dispatched, Tracked 24 deliveries usually arrive within **1–2 working days**.

Please remember that this is a delivery upgrade and **does not reduce our 1–3 working day processing time**.

If you need your order urgently, please contact us before placing your order and we will do our best to help.

We do not currently offer a guaranteed next-day delivery service.

European Delivery

European orders are sent using a **tracked international delivery service**.

Delivery costs start from **£16**, depending on the destination and size of your order.

Delivery times vary depending on the destination, customs processing and the postal service used. As a general guide, European orders usually arrive within **7–10 working days after dispatch**.

Please allow additional time for our **1–3 working day processing period** before your order is dispatched.

Customs, duties and taxes

Orders sent outside the UK may be subject to **import duties, VAT, customs charges or other local taxes.**

Any such charges are the responsibility of the customer and are not included in our delivery price unless specifically stated at checkout.

Montet Designs cannot be responsible for delays caused by customs processing.

International Delivery

We offer international tracked delivery to selected destinations.

International delivery costs start from **£18 for one mosaic kit**, although the cost may vary depending on the destination, weight and size of the order.

International delivery times vary considerably depending on the destination and customs processing. Your order will be sent using a tracked service where available and tracking information will be provided.

Please allow **1–3 working days for processing before your order is dispatched.**

Customs, duties and taxes

Customers ordering from outside the UK may be required to pay import duties, taxes, VAT or customs charges when their order enters their country.

These charges are the responsibility of the customer.

Montet Designs is not responsible for delays caused by customs or for charges imposed by the destination country.

Returns & Refunds

We want you to be happy with your Montet Designs purchase. If you change your mind about an online purchase, you may have a legal right to cancel your order under the **Consumer Contracts Regulations 2013.**

If you change your mind

For most products purchased online, you have the right to cancel your purchase within **14 days of receiving your order**, without having to give a reason.

You then have a further **14 days to return the goods** to us.

To cancel your order, please contact us by email within the cancellation period. We will then provide you with instructions for returning your item.

Returned items should be sent back in their original condition and with any original packaging where reasonably possible.

Unless the item is faulty or incorrect, **you are responsible for the cost of returning an unwanted item.**

We recommend using a tracked or recorded delivery service and keeping your proof of postage, as we cannot be responsible for items lost while being returned to us.

Refunds

Once we receive your returned item, we will inspect it and process your refund where appropriate.

Refunds will normally be made using the **original payment method**.

Where you are exercising your statutory right to cancel, we will refund the standard delivery charge you originally paid. If you selected a more expensive delivery service, we are not required to refund the additional upgrade cost.

Refunds will normally be made within **14 days** in accordance with the applicable consumer cancellation rules.

Faulty or incorrect items

If your item arrives **faulty, damaged or incorrect**, please contact us as soon as possible.

Please provide details of the problem and, where helpful, photographs so that we can resolve the issue as quickly as possible.

You have statutory rights in relation to faulty or misdescribed goods, and these rights are not affected by this returns policy.

Where an item is faulty or we have sent you the wrong item, we will arrange an appropriate remedy and will cover reasonable return postage costs where applicable.

Products that cannot be returned

Certain products may be excluded from the standard cancellation rights depending on how they are supplied.

For example, this may include **bespoke or personalised products made specifically to your requirements**.

If an exception applies to a particular product, we will make this clear before you place your order.

Contact Us

If you have any questions about delivery, returns or refunds, please contact Montet Designs before returning an item.

We're always happy to help.

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