



Shipping & Delivery Policy

Effective Date: 11 July 2026

At **Wizards Staff Antiques**, we take great care in packaging every item to ensure it arrives safely. Please read the following information regarding our shipping and delivery services.

1. Delivery Area

We currently ship **within the United Kingdom only** through our website.

If you are located outside the UK and are interested in purchasing an item, please contact us before placing your order. We will be happy to provide a quotation for international shipping where possible.

2. Processing Your Order

Orders are normally processed within 1–3 working days of receiving full payment.

Orders placed on weekends or public holidays will be processed on the next working day.

3. Delivery Times

We aim for all UK orders to be **delivered within 7 days of purchase**.

Please note that delivery times are estimates and may occasionally be affected by factors beyond our control, including:

- Courier delays
- Adverse weather conditions
- Public holidays
- Industrial action
- Other unforeseen circumstances

4. Shipping Methods

We use reputable courier and postal services appropriate for the size, value and fragility of each item.



Where available, tracking information will be provided once your order has been dispatched.

5. Packaging

Antique and vintage items require careful handling.

All items are securely packaged using suitable protective materials to minimise the risk of damage during transit. Where appropriate, we may reuse clean packaging materials as part of our commitment to reducing waste without compromising the safety of your purchase.

6. Delivery Address

Please ensure your delivery address is correct when placing your order.

We cannot accept responsibility for delays or additional costs resulting from incorrect or incomplete address details supplied by the customer.

7. Damaged or Missing Deliveries

If your parcel arrives damaged, please:

- Inspect the package before disposing of any packaging materials.
- Take photographs of the packaging and the item.
- Contact us as soon as possible, preferably within **48 hours** of delivery.

If your order has not arrived within the expected delivery period, please contact us so that we can investigate with the courier.

8. International Shipping

We do not currently offer international shipping through our website.

If you would like a quotation for delivery outside the United Kingdom, please contact us before purchasing. We will advise whether shipping is available and provide a shipping quote where possible.

Any customs duties, import taxes or local charges applicable to international shipments are the responsibility of the buyer.



9. Contact Us

If you have any questions about shipping or delivery, or would like to request an overseas shipping quotation, please contact Wizards Staff Antiques using the contact details provided on our website.