

Delivery Terms & Conditions – Pottery Products

Thank you for shopping with us at The Salted Kiln! We're excited to deliver your beautiful pottery. To ensure a smooth delivery experience, please review the details of our delivery process below:

1. Where Do We Deliver?

We're pleased to offer delivery across the United Kingdom (excluding Northern Ireland). For international deliveries, please contact us for a custom quote before making your purchase.

2. Shipping Charges

We believe in transparency! Shipping fees depend on the size and weight of your order and your location. The exact delivery cost will be calculated at checkout, depending on your chosen delivery option. Many of our products include free delivery!

3. How Long Will It Take?

We understand you're excited to receive your pottery, so we aim to process and ship your order as quickly as possible. Typically, we process and dispatch orders within 5-7 business days. During busier periods, it may take slightly longer, but we'll keep you informed throughout the process.

- **Standard Shipping:** Typically 5-7 business days via Royal Mail Second Class.
- **Faster Delivery:** If the items are in stock and don't required to be made from scratch, faster delivery may be available. Please contact us to discuss options.

4. Shipping Carrier

We use trusted carriers like Royal Mail and DPD to ensure your order reaches you safely. Occasionally, we may use another carrier, but rest assured that we'll choose the best option available.

5. Confirmation & Tracking

Once your order is on its way, you'll receive an email with a tracking number, allowing you to track your pottery's journey. If you don't receive your tracking details, please get in touch with us, and we'll be happy to assist.

6. What If There's an Issue with My Delivery?

If you experience any issues with your delivery—whether it's a delay or damaged items—please contact us within 14 days of the expected delivery date. We're here to help and will work with the carrier to resolve any problems promptly.

- **Damaged Items:** If your pottery arrives damaged, please contact us immediately. We'll request a photo and provide either a replacement or a refund based on what works best for you.
- **Lost Shipments:** If your order seems to have gone missing, please contact us within 14 days. We'll investigate the issue and work to resolve it as quickly as possible.

7. Double-Check Your Shipping Address!

Please make sure the address you provide at checkout is correct. If we need to send your order to a different address after it's been placed, let us know ASAP! If your address is wrong, we may need to charge an additional fee to reship your order.

8. International Orders & Customs

For international orders, please contact us for a custom quote.

9. How We Pack Your Pottery

We take great care in packing your pottery with lots of love (and bubble wrap) to ensure it arrives safe and sound. However, accidents happen, so if anything is damaged in transit, just let us know, and we'll make it right!

10. Want to Change Your Address?

If you need to change your delivery address after ordering, reach out to us as soon as possible. If your order hasn't shipped yet, we can update it for you! Once it's on its way, we might not be able to change it, but we'll do our best to accommodate your request.

11. Refused Shipments

If a delivery is returned to us for any reason (like a wrong address or unpaid customs fees), we can issue a refund for the cost of the items, but shipping fees will not be refunded.

12. Get in Touch

We're always here if you need help! Whether you have a question about your delivery or need assistance with anything else, don't hesitate to reach out to us:

- **Email:** info@thesaltedkiln.com
- **Phone:** 07491810796
- **Website Contact Form:** <https://www.saltedkiln.com>