

Customer Service

We've tried to make our Terms and Conditions as clear as possible. They are designed to ensure that your online shopping experience is as easy and secure as possible. We're sorry if they sound a bit formal. Take a deep breath and dive in.

These Terms and Conditions apply to astonsoflondon.co.uk. If you have any questions relating to the Terms and Conditions, please contact Customer Services at zana@astonsoflondon.co.uk.

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Shipping & Delivery

Delivery is subject to stock availability and credit card authorisation. Please note that we do not despatch to PO Boxes or companies without the name of a person to whom the package is addressed.

Items of high value and most of our towelling range will be sent via recorded delivery/carrier at no extra cost, but please note that a signature will be required on receipt of goods.

UK Delivery Costs

*Express (2-5 working days) £6.99

Delivery to the Highlands and Islands & Northern Ireland £12.00

*Please note that Astons of London may despatch the goods via courier, even if standard delivery has been selected by the customer, in which case a signature will be required.

*Purchases are despatched as soon as payment is cleared, usually within 48 hours (if in stock), EXCEPT for the personalised and engraved gifts where delivery might vary between 2 to 7 working days.

For any special requirements, email us on zana@astonsoflondon.co.uk.

Products may be despatched separately, depending on the types of products being ordered.

Christmas Delivery

Last orders for Christmas delivery are 15th December for non-personalised gifts and 13th December by 2pm for personalised gifts!

Please note that we are closed from 18th December to 1st January.

Shipping Outside the UK

Please note that we do not ship outside of the UK.

Returns and Refunds

We operate a 21 day standard 'no quibble' returns and refund policy for items despatched within the UK. **(For items purchased during December as Christmas presents, items can be returned up to the end of January)**. This applies to standard 'off the shelf' products (non-personalised).

For bespoke/made to order/personalised orders we offer a fully refundable returns policy only for manufacturing faults and errors.

Please note that the return postage will only be refundable in case of faulty products. Goods must be returned in their original condition, and packaged as despatched. If a postage refund is applicable to you, please include proof of postage inside the Returns Package. Please note that the goods should be returned via Royal Mail Recorded Delivery, as we are unable to arrange for collection. Thank you.

PLEASE NOTE, THAT REFUNDS WILL ONLY BE MADE IF GOODS ARE RETURNED IN THE SAME CONDITION AND PACKAGED AS DESPATCHED. So please take care when you return goods for a refund.

Your statutory rights remain intact at all times.

Please email us prior to your returns

Cancelling Your Order

You can normally cancel your order for any reason up to the point of despatch or point of manufacture for bespoke/handmade items. If you wish to cancel within this time, you will be refunded in full within 3 working days. In the event items have been despatched, please refer to the Returns and Refunds section above.

Late/Non Arrival of Your Delivery

If your delivery is late or doesn't arrive within the delivery timescale, please contact us at zana@astonsoflondon.co.uk. In the event of non-delivery, we can only despatch a replacement after 20 working days have elapsed. This is the timescale defined by Royal Mail that classifies a parcel as lost.