

## Delivery & Return Details

### UK Delivery Service

We offer FREE standard delivery for all orders in the UK, which for the sake of clarity includes England, Northern Ireland, Scotland and Wales. We also provide an express delivery service to the UK.

We deliver through Royal Mail or Fedex. The service used is based on the weight and contents of your order. (Currently we cannot offer you the option to choose your preferred carrier).

Delivery Service	Delivery Cost	Delivery Time
Standard Delivery	£2.50	3-5 working days approx.
Express Delivery	£4.50	Next working day if ordered before 11am 2 working days if ordered after 11am

Delivery is between 8am to 6pm Monday to Friday. Please confirm a delivery address where someone is available to sign for the delivery.

### Redelivery Process

If you are not at home when your order arrives, the carrier company will post an 'Attempted Delivery' card through your door. Depending on which service is used, the carrier will hold your parcel until you contact them. For Fedex deliveries, if repeated delivery attempts fail to complete the delivery then the order will be returned to the Courier's local Depot awaiting your instruction. The parcel will then be held at the depot for 5 days before being returned to us. For Royal Mail deliveries, parcels will be returned to the local depot and held for 14 days before being returned to us.

### International Delivery Service

We offer a standard delivery service to Europe and the rest of the World. All options are clearly displayed during the checkout process. Prices displayed below are representative of the carriage and handling cost of your order.

Delivery Service	Delivery Cost	Delivery Time
Standard Delivery to Europe	£3.99 + 99p per additional book	7-10 working days approx.
Standard Delivery to Rest of the World	£4.99 + 99p per additional book	10-14 working days approx.

### Customs Charges

If you are ordering goods for delivery outside of the UK, please note that your order may be subject to import duties and taxes, which are levied once the package reaches the destination country. Any such charges levied in relation to customs clearance must be borne by you. It is accepted by you that Harper Collins has no control over additional charges in relation to customs clearance and you must comply with all laws and regulations of the country in which you are receiving the goods. Customs policies vary widely from country to country so Harper Collins recommends that you check with your local customs officials or post office for more information regarding importation taxes / duties that may be applicable to your on-line order. You will be the importer of the goods and responsible for any import VAT and duty that may be borne. In addition, any charges for import clearance will be borne by you, the customer. We may provide certain order, delivery and product information, such as titles, to our international carriers and such information may be communicated by the carriers to customs authorities in order to facilitate customs clearance and comply with local laws.

## **Delivery Service Help**

If you are experiencing problems with our delivery service, we will make every effort to assist you. Please contact us at: [weborders@harpercollins.co.uk](mailto:weborders@harpercollins.co.uk) or call us on 0844 576 8112 during business hours (8.30am-5.30pm Monday to Friday excluding UK Bank Holidays and Public Holidays).

## **Returning Goods**

It is important to us that you are satisfied with your shopping experience. If you are not entirely happy with our goods or services, you have the right to cancel your order up to fourteen (14) working days (Monday to Friday inclusive) of those goods being received. It is advised that all high value products should be returned using a traceable service, e.g. recorded or special delivery services, as Harper Collins cannot be responsible for returns lost in transit. After receipt of your product, we will refund you the full purchase price of the goods you paid for your order, but we do reserve the right to charge you for the cost of returning the products by post if this cost has not already been paid for by you. In such circumstances, you must return the products to us in good condition to the following address:

**Web Customer Services  
HarperCollins Publishers  
Westerhill Road  
Glasgow  
G64 2QT**

Please contact us if you are returning any faulty product, and we will arrange for a freepost label to be sent to you, or arrange for a courier to collect the package you are returning (please ensure you have included a returns message and your contact details with any packages being sent back to us). Please note this service is for faulty returns only. Products being returned using this service which are not faulty will be refused, and we do reserve the right to charge you for the cost of returning the products.