

FAQs

SHIPPING

When can I expect to receive my order? Are there currently processing or shipping delays?

Due to Covid-19 and Brexit there may be shipping delays. If you have created an account, you should be able to check your order progress.

We really appreciate your patience during this time.

Can I still make purchases without creating an account?

Yes, you can purchase as a guest but you will not be able to access your purchasing history and track transactions.

How quickly can my kit be sent because I'm going away or moving and might want to change my shipping address?

We hold orders for 72 hours from purchase to allow for address changes if needed. We recommend allowing 2 weeks for delivery for all UK residents, EU + ROW may be slightly longer. We always do our best to ship your kit to you as quickly as possible but cannot guarantee a specific delivery window until your kit is packed and ready to ship.

Where do you ship to?

We currently ship worldwide, however due to COVID-19 and Brexit we are currently unable to deliver to the following countries:

Austria, Armenia, Argentina, Barbados, Belgium, Bermuda, Brunei, Bulgaria, Cape Verde, Caribbean Island (BVI, Dominican Republic, Haiti), Cayman Islands, Central African Republic, China, Comoros, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Djibouti, Ecuador, Eritrea, Equatorial Guinea, Estonia, Falklands, France, Finland, French Polynesia, Germany, Greece, Grenada, Guinea Bissau, Guyana, Guernsey, Hungary, Iceland, Italy, India, Iran, Jamaica, Jersey, Johnston Island, Kiribati, Korea (North Korea), Kuwait, Latvia, Lebanon, Libya, Laos, Lesotho, Lithuania, Luxembourg, Macao, Malaysia, Maldives, Malta, Mauritius, Mauritania, Mayotte Island, Mongolia, Myanmar, Nauru, Niue, Nepal, Netherlands, Norway, Oman, Pakistan, Paraguay, Peru, Philippines, Poland, Portugal, Republic of Ireland, Reunion, Romania, Russia, Rwanda, Saint Pierre et Miquelon, Samoa, Sao Tome & Principe, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Slovenia, Slovakia, Spain, Saudi Arabia, Sri Lanka, St Helena (S. Atlantic), St Kitts and Nevis, St Vincent and the Grenadines, Sudan, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Tanzania (DAR),

Tokelau Islands, Turkmenistan, Turkey, Tunisia, Turks & Caicos, Tuvalu, Uganda, Venezuela, Wake Islands, Wallis and Futuna.

Can the delivery country be different from the billing country?

The country in the billing and delivery address can be different but please note this is ultimately your banks decision to determine if the transaction is successful. Please expect delays and possible limitation when using a third party money management platform. If your billing country charges VAT but shipping country is exempt, VAT cannot be removed.

Where is my kit now it's been dispatched?

Once your order has been processed by our warehouse, you will receive a confirmation of dispatch via the carrier which allows you to track your parcel and its delivery time.

My kit is lost/missing/stolen?

We're so sorry to hear that! If you anticipate your order has been lost by your courier, please contact us immediately, there is a maximum 14 day window from the advised delivery date to make a claim. Anything which falls out of this timeframe will not be eligible for a claim.

Please contact us directly at store@carolinehirons.com and we will work to resolve the issue as quickly as possible.

RETURNS & EXCHANGES

What's your return policy with the kits?

Unless faulty or damaged upon arrival, we are unable to offer a return on kit sales. If your order arrives faulty or damaged, please contact store@carolinehirons.com and we will do our best to resolve the issue.

How do I place a return or exchange on a kit?

We're sorry to hear you weren't happy with your purchase. With each kit sale we hold every order for a minimum of 72 hours before it is processed to manage any unexpected changes to your order. Due to the nature of these products, it is not possible to return an item that has left the warehouse and/or once these 72 hours have passed, unless it is faulty upon arrival.

Why can't I return my order?

If you have purchased a kit, because they are assembled by our warehouse individually and to protect our staff and customers during Covid19, we are unable to permit returns, unless the outer packaging is faulty or broken.

What should I do if my kit has arrived broken or faulty?

Please drop us an email at store@carolinehirons.com and we will do our best to rectify the situation in the safest way possible for you.

How long does it take to process a return?

When applicable, we will refund your payment for the goods as soon as possible by the original payment method, no later than 5 working days after we have received the goods. We are unable to refund any costs incurred from returning the goods.

What should I do if I receive the wrong product?

If you received a product different from the one that you ordered, sorry about that! Please contact us at store@carolinehirons.com and we will get that sorted for you as quickly as possible.

Can I re-sell my kit/purchase via a third-party channel?

Purchase of any product via our site is for personal use only. By purchasing our products, you agree not to resell or distribute via a third-party platform in any way. We may reject or cancel your order if we have been advised via our warehouse and have reason to believe your order is not for personal use. Legal action will be taken, should we discover kits are being re-sold.

ORDER CANCELLATION

I've accidentally ordered more than one kit. Can I cancel the additional kit?

Oops! You have 72 hours to request a refund on your accidentally ordered kit. Please email us directly at store@carolinehirons.com.

Can I cancel a kit as I have decided against this now?

We know how excitable it can get on kit-day, so we don't want you to purchase a kit if you are not absolutely sure you want one! Please email us at store@carolinehirons.com.