

### Shipping

We pack your mugs & dispatch them using the Standard Royal Mail Track & Sign 48 hour service.

You should receive your order within 5 working days, or sooner if the 24 hour Express option is selected.

International orders are sent by Airmail and should be received within 28 days of placing your order, using the Standard Royal Mail Service.

A Track & Sign service is also available at additional cost.

**Back orders** - If your item is not in stock, we will back order for you.

You will always be notified by e-mail and given the option to change or cancel your order if you would rather not wait.

**Tax Charges** - For orders made from the UK or the European Union, 20% VAT is added.

All other orders are VAT free and you should click the "exempt" button to reduce VAT to zero

No of Mugs	Cost of Mugs			Within UK 48 hours Track & Sign (Standard)				Within UK 24 hours Track & Sign (Express)			
	Standard	Quite Big	Large	Postage	Cost of Mugs including Postage			Postage	Cost of Mugs including Postage		
					ST	QB	L		ST	QB	L
	£	£	£		£	£	£		£	£	£
1	9.50	11.00	12.00	4.00	13.50	15.00	16.00	6.00	15.50	17.00	18.00
2	19.00	22.00	24.00	4.00	23.00	26.00	28.00	6.00	25.00	28.00	30.00
3	28.50	33.00	36.00	4.00	32.50	37.00	40.00	6.00	34.50	39.00	42.00
4	38.00	44.00	48.00	4.00	42.00	Free	Free	6.00	44.00	50.00	54.00
5	47.50	55.00	60.00	free	free	Free	Free	6.00	53.50	61.00	66.00
6	57.00	66.00	72.00	free	free	Free	Free	8.00	65.00	74.00	80.00
7	66.50	77.00	84.00	free	free	Free	Free	8.00	74.50	85.00	92.00
8	76.00	88.00	96.00	free	free	Free	Free	8.00	84.00	96.00	104.00
9	85.50	99.00	108.00	free	free	Free	Free	8.00	93.50	107.00	116.00
10	95.00	110.00	120.00	free	free	Free	Free	8.00	103.00	118.00	128.00
11	104.50	121.00	132.00	free	free	Free	Free	8.00	112.50	129.00	140.00
12	114.00	132.00	144.00	free	free	Free	Free	8.00	122.00	140.00	152.00

No of Mugs	Cost of Mugs			Within EU (Standard)				Within EU (Track & Sign)			
	Standard	Quite Big	Large	Postage	Cost of Mugs including Postage			Postage	Cost of Mugs including Postage		
					ST	QB	L		ST	QB	L
	£	£	£		£	£	£		£	£	£
1	9.50	11.00	12.00	3.00	12.50	14.00	15.00	9.50	19.00	20.50	21.50
2	19.00	22.00	24.00	4.00	23.00	26.00	28.00	10.50	29.50	32.50	34.50
3	28.50	33.00	36.00	5.25	33.75	38.25	41.25	11.50	40.00	44.50	47.50
4	38.00	44.00	48.00	6.50	44.50	50.50	54.50	12.95	50.95	56.95	60.95
5	47.50	55.00	60.00	7.50	55.00	62.50	67.50	14.00	61.50	69.00	74.00
6	57.00	66.00	72.00	8.90	65.90	74.90	80.90	15.00	72.00	81.00	87.00
7	66.50	77.00	84.00	10.00	76.50	87.00	94.00	16.00	82.50	93.00	100.00
8	76.00	88.00	96.00	11.00	87.00	99.00	107.00	17.50	93.50	105.50	113.50
9	85.50	99.00	108.00	12.50	98.00	111.50	120.50	18.50	104.00	117.50	126.50
10	95.00	110.00	120.00								
11	104.50	121.00	132.00								
12	114.00	132.00	144.00								

No of Mugs	Cost of Mugs			Rest of World (Standard)				Rest of World (Track & Sign)			
	Standard	Quite Big	Large	Postage	Cost of Mugs including Postage			Postage	Cost of Mugs incl Postage		
					ST	QB	L		ST	QB	L
	£	£	£		£	£	£		£	£	£
1	9.50	11.00	12.00	3.00	12.50	14.00	15.00	7.91	17.41	18.91	19.91
2	19.00	22.00	24.00	4.50	23.50	26.50	28.50	9.19	28.19	31.19	33.19
3	28.50	33.00	36.00	6.00	34.50	39.00	42.00	10.72	39.22	43.72	46.72
4	38.00	44.00	48.00	6.50	44.50	50.50	54.50	12.13	50.13	56.13	60.13
5	47.50	55.00	60.00	8.50	56.00	63.50	68.50	13.67	61.17	68.67	73.67
6	57.00	66.00	72.00	10.25	67.25	76.25	82.25	14.95	71.95	80.95	86.95
7	66.50	77.00	84.00	11.75	78.25	88.75	95.75	16.23	82.73	93.23	100.23
8	76.00	88.00	96.00	13.00	89.00	101.00	109.00	17.76	93.76	105.76	113.76
9	85.50	99.00	108.00	14.50	100.00	113.50	122.50	19.17	104.67	118.17	127.17
10	95.00	110.00	120.00								
11	104.50	121.00	132.00								
12	114.00	132.00	144.00								

**RETURNS** - If there are any manufacturing problems we will replace them with a 30 day no quibble guarantee.

Unless the mugs have been customised for you, if you notify us within 7 days of your order and return the mugs in good condition, we will refund the purchase price of the mugs.