



SHIPPING & RETURNS

Delivery Date

This is the date that we estimate Royal Mail will deliver your item. This is only an estimated date and cannot be guaranteed. Royal Mail are doing their best to deliver everyone's post but they are under enormous pressure due to these difficult times and staff illness.

ORDERS TYPICALLY TAKE 1-3 WORKING DAYS TO BE DELIVERED

Orders received by 2pm Monday to Friday will be posted the same day. Orders placed after 2pm Monday to Friday and orders placed over a weekend or on a Public Holiday will be dispatched on the next available working day.

Products are delivered by Royal Mail (or another third party carrier from time to time). Estimated delivery times for all UK orders are on average 1-3 days from dispatch. These Terms are in relation to deliveries made in the UK only.

We are not responsible for delays outside our control

If our supply of the products is delayed by an event outside our control (such as acts of God, natural disasters, epidemics or pandemics, terrorist attacks, war or threat of war, riots, imposition of sanctions, embargo, or breaking off of diplomatic relations, nuclear, chemical or biological contamination or sonic boom, any laws imposing an export or import restriction, quota or prohibition, or failing to grant necessary license or consent, collapse of buildings, fire, explosion or accident, industrial action, interruption or failure of utility service) then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event. However, if there is a risk of substantial delay you may contact us to cancel your order and receive a refund for any products you have paid for but not received. Your statutory rights as a consumer are not affected.

Personalised Products

Where an item is delivered damaged, please contact our Customer Service Team via Hello@KraftyGoat.com. We will either ask you to return the item to us within three days of receipt or to take a photo of the item before returning it back to us. Your right to return items to us in accordance with these Terms is in addition to any other statutory rights you may have.

If you are eligible for a refund, we will reimburse the price you have paid for the product(s) onto the credit or debit card that you paid with or to your PayPal account. Alternatively, we may offer to reprint (if applicable) and resend the item free of charge. Please note it is not our policy to offer both a refund *and* a resend.

Refunds cannot be given if the fault is a result of your own actions such as product misuse or if personalisation is mis-spelt or if you have uploaded an image of a low resolution or size. Please see Product Quality & IP policy for more information.