At Happy Days we aim to make your online shopping as easy and simple as possible. We have structured our prices and delivery options with this in mind.
All of our delivery charges are calculated according to weight with timed delivery options at extra cost if required.

Goods up to **2kg** will be delivered by Royal Mail and should arrive **2-3 days** after despatch.

Goods over **2kg** will be delivered by Homeserve and should arrive the day after despatch although some addresses in the **Highlands and Islands** postcode zone may take **2-3 days.**

Prices are based on the following weight ranges:

Weight	Mainland UK	Highlands & Islands	Carrier	Timescale
0 – 2kg	£3.95	£3.95	Royal Mail	2-3 days
2 - 10kg	£7.95	£25.00	Homeserve	Next Day *
10 - 20kg	£10.00	£30.00	Homeserve	Next Day *
20 - 30kg	£20.00	£38.00	Homeserve	Next Day *
Multiple Items 30kg +	£50.00	£75.00	Homeserve	Next Day *
Single Items 30kg +	£50.00	£75.00	Palletline	3 days
* Please note that Highland & Island deliveries may not arrive next day *				

Large shipments such as tables and chairs or diner booth sets will be delivered by Palletline and should arrive **3 days** after despatch. Someone must be available to accept delivery, as the carrier will not be responsible for unpacking or moving the consignment. A delivery charge of **£50.00 (75.00 Highlands & Islands)** will be applied to all pallet deliveries.

Deliveries **under 2kg** can be sent on a **next day** service for **£7.95**. If you require this option please state “next day delivery please” within the additional information field during checkout.

Highlands & Islands:

Postcodes falling within the following areas will be charged at the **Highlands & Islands** rate. Please make sure you select the correct delivery zone by checking your postcode against the list below. Unfortunately we will have to cancel any orders selecting the incorrect p&p charge.

- **Aberdeen - AB31-38**
- **Aberdeen - AB40-56**
- **Aberdeen - AB63**
- **Harris – HS-All**
- **Holy Island - TD15 2**
- **Inverness – IV-All**
- **Kilmarnock – KA27-28**
- **Kirkwall – KW-All**
- **Lerwick - ZE – All**
- **Paisley – PA20-49**
- **Paisley – PA60-78**
- **Perth – PH4 -50**
- **Channel Islands**
- **Isle of Man (IM)**
- **Northern Ireland (BT)**
- **Republic of Ireland**

Timed Delivery:

If you need to have your goods delivered at a certain time or maybe a Saturday morning then this is possible. Simply select the required service within the checkout area. The prices for

timed delivery services are listed below and are added to the standard Homeserve delivery charges:

Delivery Day	Delivery Time	Additional Price
Monday - Friday	08.00 – 12.00 am	+£4.00
Monday - Friday	12.00 – 17.00 pm	+£4.00
Monday - Friday	Before 10.30 am	+£7.50
Monday - Friday	17.00 – 20.00 pm	+£14.00
Saturday	am	+£20.00

Can't Find a Delivery to Suit You?

If you require a mainland UK delivery that is not listed we may be able to arrange this for you. Please contact us via telephone, fax or email for further details and prices.

Proof of Delivery:

UK orders by Homeserve are not left unless the carrier can obtain a signature or have been given specific delivery instructions at the time of order. You may wish to have your parcel left with a neighbour or in your garage etc (at your own risk), if so just give us the necessary details in the 'additional information' field of the checkout and we will give the carrier your specific delivery instructions.

> Please note: For all UK deliveries recipients of goods will be left only three cards on subsequent days by couriers Homeserve asking the recipient to arrange alternative delivery times or an alternative delivery address. If they do not deliver successfully or are not contacted to arrange alternative instructions the goods will be returned to us awaiting further delivery instructions. This is in accordance with their security policy.

Delivering to a work address or an address that differs from the billing address is not a problem; simply complete the relevant section of our order form. The package will be sent to the specified address and the invoice will be sent to the billing address.

Note: We cannot guarantee delivery services as we rely on a third party (our carrier), however over 98% of deliveries are achieved on time.

We strongly recommend the following points to help us ensure trouble free deliveries:

- Supply us with a telephone number for deliveries. This is an optional field for inputting during our checkout section in case the recipient or associate is not in to sign for the goods, or in the case of remote and hard to find addresses such as office suites and properties in outlying areas.
- Check that the postcode for your delivery address is correct.
- Supply us with a daytime telephone number during our checkout section to assist us in informing you at the earliest possible time of any unforeseen problems.

Returns:

On the rare occasions a breakage occurs or goods are faulty, we will happily offer a replacement or a credit on the return of the items in question. We must be notified within **three** working days and the goods returned within a further **seven** days. Claims and details for these are required by post, fax or email.

In the event of goods being returned to us due to the recipient being unavailable to accept delivery we will either give you a credit, less the orders delivery charge or re-despatch on your instruction with a further delivery cost.