

Delivery Policy (UK)

Policy for Wheels & Castors Ltd (www.wheelsandcastorsltd.co.uk)
Courier services used: APC Overnight (Next Day) and Parcelforce.
Last updated: 19 February 2026

This document is a website policy template for publishing on WordPress/WooCommerce. Update anything shown in **[BRACKETS]** before publishing.

1) Dispatch and cut-off times

We aim to dispatch in-stock items promptly. Replace the cut-off times below before publishing.

- Standard cut-off: **[e.g., 14:00 Monday-Friday]** for same-day dispatch where possible.
- Orders placed after cut-off, weekends or bank holidays dispatch next working day.
- Made-to-order / special order items will show longer lead times.

2) Couriers used

We use **APC Overnight (Next Day) and Parcelforce**. The courier used depends on parcel size/weight, value and destination.

- Small/medium parcels: typically APC Next Day where available.
- Larger/heavier parcels or certain postcodes: may go via Parcelforce.
- Tracking details are provided when available.

3) Delivery times (estimates)

Service	Typical estimate	Notes
APC Next Day	1 working day	Mainland UK where available; remote areas may take longer
Parcelforce	1-2 working days	Service depends on postcode/size/weight

All delivery times are estimates, not guarantees. Weather, peak seasons and local issues can cause delays.

4) Delivery charges and surcharges

Delivery charges are calculated at checkout or shown on a delivery page. Some postcodes may attract a surcharge.

- If a surcharge applies, we will contact you before dispatch.
- If you do not accept the surcharge, you can cancel for a refund.

5) Failed deliveries and safe places

- Ensure someone is available to receive the parcel, or provide delivery instructions where supported.
- If delivery fails due to incorrect address or no recipient, re-delivery fees may apply.
- We do not recommend leaving high-value items in an unattended safe place.

6) Damaged or missing items

- Check your parcel on arrival.

- Report damage or missing items within **[48 HOURS]** with photos where possible.
- Keep packaging for claims.