



Shipping Policy

Last updated: *20th May 2026*

This Shipping Policy explains how orders are processed, made and delivered from our print-on-demand partners to you. Because every item is created especially for you shipping times may vary depending on the product and your location.

1. Made-to-order production

All items in our shop are made to order. This means:

- Your product is created only after you place an order
- We reduce waste and avoid over-production
- Production usually takes 2–7 business days, depending on the item

You'll receive an email confirmation as soon as your order is placed and another when it ships.

2. Shipping times

Once your order has been produced it is shipped directly from our print-on-demand fulfilment partner.

Estimated delivery times:

- UK: 3–7 business days
- Europe: 5–10 business days
- USA & Canada: 5–12 business days
- Rest of World: 7–20 business days

These are estimates and may vary due to customs, seasonal demand or carrier delays.

3. Shipping costs

Shipping costs are calculated at checkout based on:

- Your delivery address
- The products in your order
- Current carrier rates

Any promotions or free-shipping offers will be clearly shown at checkout.

4. International orders and customs

For orders outside the UK:

- Your package may be subject to customs fees, import taxes or handling charges
- These fees are determined by your country and are not included in our prices
- Customers are responsible for any additional charges upon delivery

We recommend checking your local customs guidelines if you're unsure.

5. Split shipments

If you order multiple items, they may arrive separately. This is normal because different products may be produced at different fulfilment centres.

You'll receive tracking information for each shipment where available.

6. Address accuracy

Please double check your shipping address at checkout.

We cannot replace or refund orders that are undeliverable due to incorrect address details.

If you spot an error, contact us as soon as possible at admin@narrowboatroundtuit.co.uk – we may be able to update it before production begins.

7. Tracking your order

Once your order ships, you'll receive a tracking link (where available).

Tracking may take 24–48 hours to update after dispatch.

8. Lost, delayed or damaged orders

If your order is significantly delayed, lost in transit or arrives damaged:

- Email us at admin@narrowboatroundtuit.co.uk with your order number
- Include photos if the item is damaged

We'll work with our fulfilment partner to put things right.

9. Questions

If you have any questions about shipping, delivery times or your order, please get in touch at: admin@narrowboatroundtuit.co.uk.